Division of Services for People with Disabilities

State of Utah

Department of Human Services

2014 Annual Report

Cover Art

By Kelsey Neff

The Division of Services for People with Disabilities held an art contest for the cover of the 2014 Annual Report. We received many amazing pieces. We are pleased to announce the winner of our contest is Kelsey Neff. When informed that she had won, Kelsey had this to say, "I'm Kelsey Neff. I'm from Utah. I've got five siblings at home. Someone that I love in my family is my sister Maddie. A boy won my sister's heart. I enjoy TURN and I like all the artwork I did. I made a 'K' with string. I'm grateful that you like my picture. I want to say 'Thank You' to DSPD. It means a lot to me. I love all of the staff from TURN—Allison, Katie, Natasha, and Jason. And this other girl that used to work here. Her name is Lindee and I miss her. This is my story. Thank you. Thank you again. I'm really excited today. I'm still working on my art stuff. This week at TURN, I made a Disneyland castle. The end."

The staff members at TURN are very complimentary of Kelsey:

"Kelsey has a beautiful spirit. She has grown up in Utah in a family that is so supportive of her and works hard to ensure that she is healthy and happy. Kelsey loves learning new skills and experimenting with different art techniques. She has grown leaps and bounds as an artist since joining TURN, and this piece, *Girl in Red*, is an excellent example of the variety of media, techniques, and design elements that she likes using in her work. Kelsey loves using rulers to create intricate designs of lines in her work, and often depicts whimsical scenes from fairy tales and of animals."

For *Girl in Red*, the staff drew the outline of Kelsey's silhouette, and Kelsey did the rest. Using her signature lines, she created a portrait that truly speaks to Kelsey's playful and spirited sense of self.

Kelsey has had several successes while participating at TURN City Center for the Arts, and she is most proud of having her art on the front of this report. Kelsey has also won first place at the 2013 Utah State Fair for her clay piece *French Fries*, and third place at the 2014 Utah State Fair for her painting *Sunflowers*. Kelsey was also a featured performer at the TURN City Center for the Arts Performance Showcase in 2014.

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DIRECTOR'S MESSAGE

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

The dedicated team at the Division of Services for People with Disabilities is pleased to present the 2014 Annual Report. This report demonstrates how many people utilize the services provided by our Division and describes the services being used. It is designed to provide accountability to the citizens of Utah, highlight the need for these services, and showcase our initiatives to improve services for people with disabilities in Utah.

The mission of the Division is to promote opportunities and provide supports for persons with disabilities to lead self-determined lives. This year I have been more impressed than ever that this mission cannot be accomplished without our stakeholders, partner organizations, advocacy groups, and contracted providers. For example, the Disability Advisory Council has helped revise many Division policies and processes, providing invaluable advice and assistance for over twenty new or existing rules, directives, and draft contract amendments in this year alone.

In addition to the collaboration with the Disability Advisory Council, several stakeholder groups met this year with an objective to improve services for people with disabilities in the areas of behavior supports, human rights, contractor oversight, and more effective protection from abuse and neglect. These groups have produced real solutions which are being implemented to help improve services overall.

The year also marked the second year of implementing the statute amendments which directs the Division to utilize any 'carry-forward' or one-time funding to provide respite and family skill building to those waiting for ongoing services. As expected, these services have been a life-saver for many families and individuals. We have surveyed participating families and individuals and found that the services have made a significant positive difference in the lives of caregivers. Furthermore, this year we continued to see success in the Support Work Independence program for those waiting for services. More people have become employed and are earning more in competitive wage jobs in the community.

As we continue to face many challenges I am continually amazed by the efforts, dedication, and passion with which our staff approaches their duties and responsibilities. I hope that you find this annual report a useful tool in understanding how services are delivered to people with disabilities in Utah.

Paul T. Smith, Director

Division of Services for People with Disabilities

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Mission Statement

To promote opportunities and provide supports for persons with disabilities to lead self-determined lives.

The Division of Services for People with Disabilities continues to fulfill its mission by promoting opportunities and providing supports for people with disabilities that help them lead self-determined lives.

Throughout Fiscal Year 2014, the Division:

- Met the basic health, safety, and service needs for **5,488** Utahns with disabilities through four Medicaid Waiver programs, three Non-Medicaid programs, and the Utah State Developmental Center.

- Provided **3,274** Utahns with day supports or supported employment services; **1,879** with residential care and training in group homes, supervised apartments, or home-like settings; **3,027** with intermittent family support, supported living, or with personal assistance within the person's home; and **40** with case management only services while they are transitioning into ongoing services.

- Brought **293** people into services from the waiting list with FY2014 appropriations, attrition funding, and other funding sources.

- Managed waiting list records for **1,923** Utahns with critical needs.

- Provided short-term limited services for **494** people waiting for ongoing services. Short-term limited services include: one-time respite, supported employment, and community service brokering.
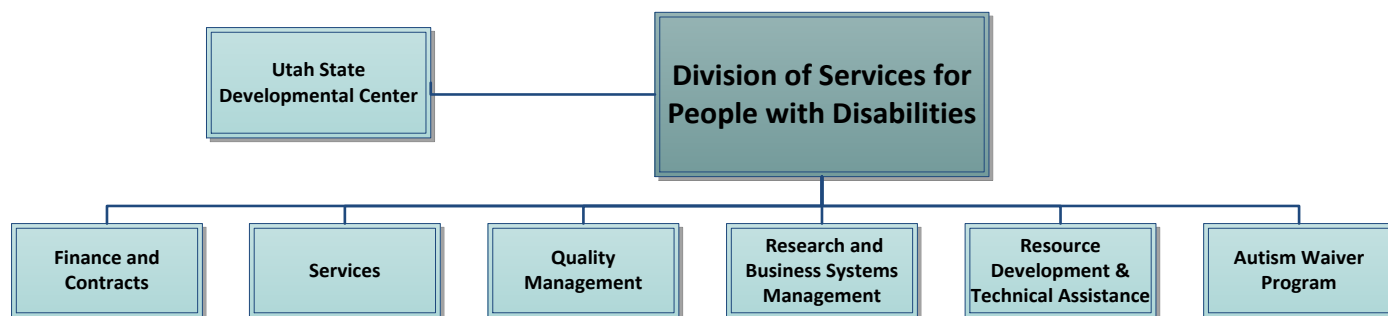
The Division continues to find ways to better serve people with disabilities by:

- Establishing an Employment First Strategic Plan that promotes and supports competitive, integrated, and community-based employment for people with disabilities.

- Contracting with National Core Indicators to perform national quality and service recipient satisfaction surveys that focus on target outcome measures. Measures are analyzed and areas of improvement are identified by a knowledgeable workgroup.

- Providing a wide array of trainings that better assist contracted providers, support coordinators, and other stakeholders in providing quality supports and services for people with disabilities. Trainings include: USTEPS Provider Interface (UPI), Support Coordinator Core Training, Incident Reporting, and Bridges Out of Poverty.

- Conducting provider reviews, by the Division's Quality Management team, that ensure contract standards are being met and maintained.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

The Division is divided into six functional areas and oversees the Utah State Developmental Center (USDC). Each functional area has specific responsibilities that play a crucial role in providing services to persons with disabilities in an efficient, caring, and professional manner.

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Utah State                    Division of Services for
Developmental Center  ─────── People with Disabilities
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Finance and    Services    Quality      Research and      Resource          Autism Waiver
Contracts                  Management   Business Systems  Development &      Program
                                        Management        Technical Assistance
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Finance and Contracts

◊ Responsible for budgets, appropriation requests, and processing provider payments.
◊ Monitors financial controls on Person Centered Support Plan budgets and establishes provider contracts.
◊ Responds to inquiries from other government entities regarding Division budgets and other finance issues.
◊ Coordinates responses to inquiries from the Governor's Office of Management and Budget, the Office of the Legislative Fiscal Analyst, and individual legislators.

Services

◊ Reviews and approves initial budgets, requests for additional funding, agency transfers, and crisis assistance.
◊ Performs assessments for individuals in Division services including the CBIA[1], SIS[2], annual eligibility, and level of care.
◊ Provides support coordination services to individuals not receiving private support coordination.
◊ Manages intake, waiting list, and eligibility determinations.
◊ Manages Medicaid Waiver services including Community Supports, Acquired Brain Injury, and Physical Disabilities.

Quality Management

◊ Ensures contract standards are maintained with contracted providers through annual reviews.
◊ Completes National Core Indicators satisfaction surveys and visits people in their homes to assess service provisions and satisfaction.
◊ Reviews and follows up on incident reporting and provides quarterly newsletters for Division stakeholders.
◊ Responds to constituent concerns involving providers, support coordinators, and people the Division serves, to ensure needs are met.

Research and Business Systems Management

◊ Develops, manages, and provides training on USTEPS[3] case management system and USTEPS Provider Interface (UPI).
◊ Analyzes data, creates reports and surveys for internal review, and collects data for a number of national reports.
◊ Responds to GRAMA[4] requests and other requests for information.
◊ Reviews external research involving vulnerable populations.
◊ Manages and protects electronic case files.
◊ Develops administrative rules and internal policies and procedures for the Division.

Resource Development & Technical Assistance

◊ Contributes technical assistance to private support coordinators.
◊ Provides training and emergency management for the Division and its contracted providers.
◊ Certifies housing provided for people receiving services.
◊ Provides guidance for assistive technology and adaptive equipment for people receiving services.
◊ Manages short-term limited respite and supported employment for people waiting for ongoing services.

Autism Waiver Program

◊ Oversees services for children ages two through six with Autism Spectrum Disorder.
◊ Oversees provision of behavior analysis, respite, and financial management services.
◊ Provides support coordination to monitor services, progress of child, and be a liaison between families and treatment providers.
◊ Actively seeks additional supports for families that are available in their community.

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[1] Comprehensive Brain Injury Assessment (CBIA).
[2] Supports Intensity Scale (SIS).
[3] Utah System for Tracking Eligibility, Planning, and Services (USTEPS).
[4] Government Records Access and Management Act (GRAMA).
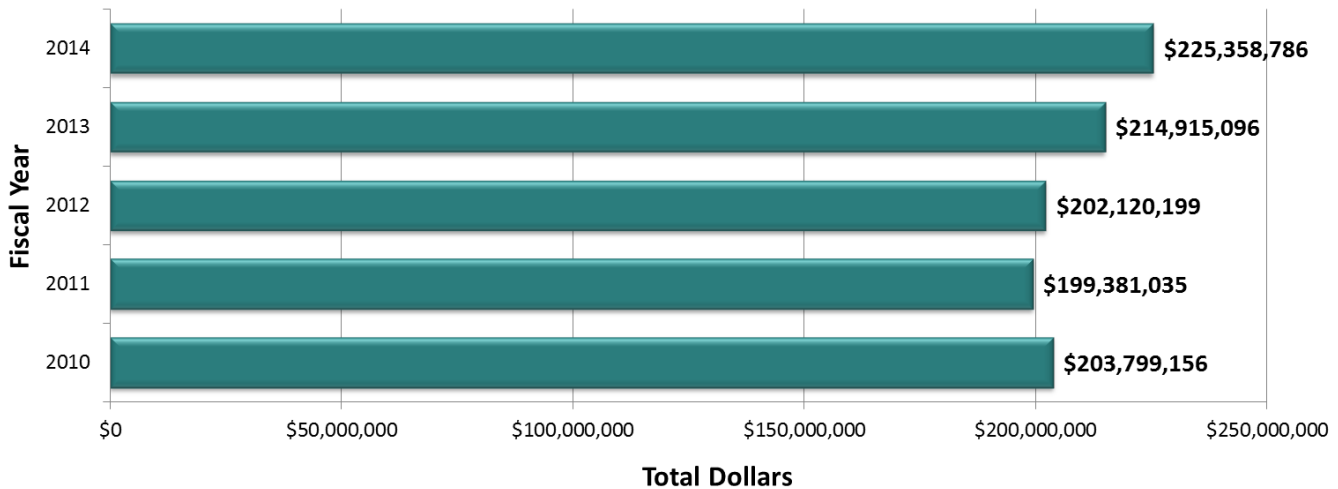
BUDGET OVERVIEW

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

For the vast majority of people receiving ongoing Division services, over 70% of their service cost is paid for through federal funding. This is achieved through the Division's operation of 1915(c) Home and Community Based Medicaid Waivers, which offer a less costly alternative to institutional care. For every state dollar invested in disability services, nearly two and a half dollars in federal funding can be maximized to serve people in need.
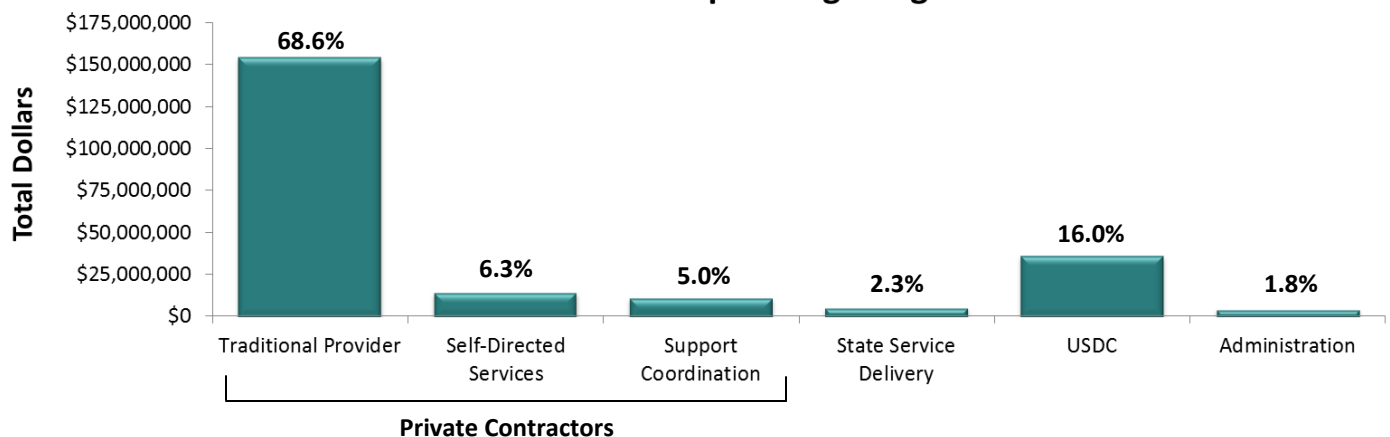
Operating Budgets

	Administration	State Service Delivery	Utah State Developmental Center (USDC)	Community Supports Waiver	Acquired Brain Injury Waiver	Physical Disabilities Waiver	Non-Medicaid Waiver Services	Total
FY2014	$4,160,894	$5,123,116	$36,135,233	$172,380,192	$3,618,221	$2,183,704	$1,757,426	$225,358,786
FY2013	$3,641,922	$4,843,478	$33,954,309	$165,524,036	$3,400,537	$2,140,212	$1,410,602	$214,915,096
FY2012	$2,817,394	$5,721,921	$32,309,979	$155,056,008	$3,058,319	$1,961,484	$1,195,094	$202,120,199
FY2011	$2,967,534	$6,988,478	$32,015,799	$151,270,341	$2,793,919	$1,920,265	$1,424,699	$199,381,035
FY2010	$3,779,924	$9,161,701	$36,508,640	$148,512,550	$2,567,150	$1,968,978	$1,300,213	$203,799,156

Division Operating Budgets: Fiscal Years 2010 to 2014

- 2014: $225,358,786
- 2013: $214,915,096
- 2012: $202,120,199
- 2011: $199,381,035
- 2010: $203,799,156

FY2014 Division Operating Budget Distribution

- Traditional Provider: 68.6%
- Self-Directed Services: 6.3%
- Support Coordination: 5.0%
- State Service Delivery: 2.3%
- USDC: 16.0%
- Administration: 1.8%

Private Contractors (Traditional Provider, Self-Directed Services, Support Coordination)

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

People Receiving Ongoing Services in Fiscal Year 2014

Home and Community Based Services (HCBS)
Total People = 5,285

State & Medicaid Funded		Non-Medicaid Funded	
Acquired Brain Injury Waiver:	112	Acquired Brain Injury:	10
Community Supports Waiver:	4,602	Intellectual Disabilities/Related Conditions:	72
Physical Disabilities Waiver:	129	Physical Disabilities:	21
Total State & Medicaid Funded:	4,843	Total Non-Medicaid Funded:	103
Autism Waiver Program:	339		

Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/ID)
Total People = 203

Utah State Developmental Center:	203

Total People Receiving Ongoing Services: 5,488

People Waiting For Services in Fiscal Year 2014

Waiting for Ongoing Services		Receiving Short-Term Limited Services	
Acquired Brain Injury:	81	Supported Work Independence:	277
Intellectual Disabilities/Related Conditions:	1,821	Community Service Brokering:	253
Physical Disabilities:	21	One-Time Respite:	228
Total People Waiting for Services:	1,923	Total Receiving Short-Term Limited Services:	494[1]

10 Year Historic Count of People Served and Waiting for Services

People Receiving Ongoing Services and Waiting for Services
Fiscal Years 2005 to 2014
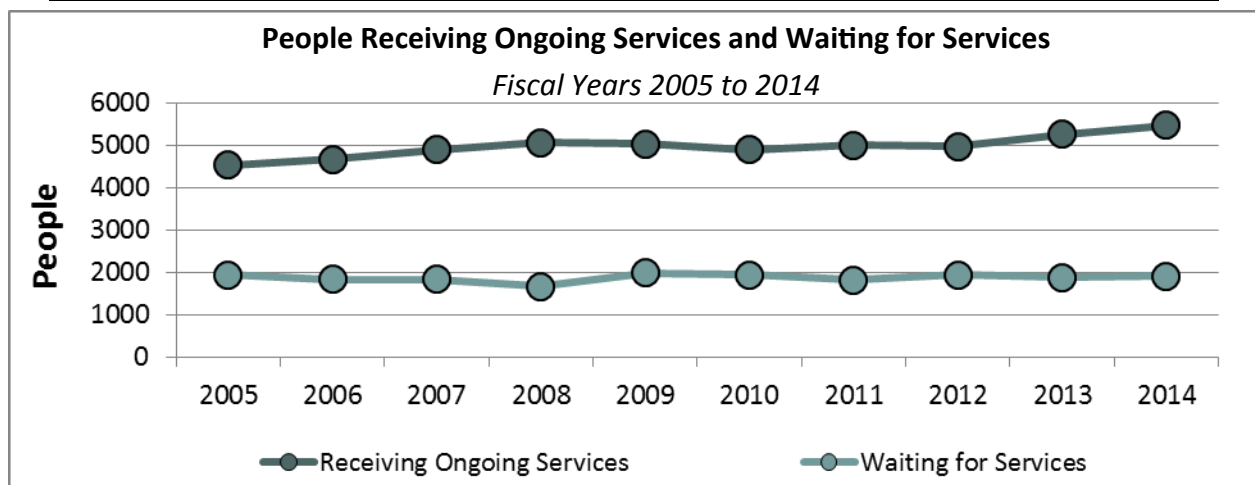
|	FY2005	FY2006	FY2007	FY2008	FY2009	FY2010	FY2011	FY2012	FY2013	FY2014
Receiving Ongoing Services	4,535	4,681	4,909	5,069	5,047	4,910	5,011	4,985	5,270	5,488
Waiting for Services	1,945	1,839	1,835	1,675	1,990	1,953	1,825	1,940	1,892	1,923

[1] This is a distinct count of people who received short-term limited services while waiting for ongoing services. Some people can receive more than one short-term limited service while waiting.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Demographics are reported for people receiving ongoing Division services, children receiving services through the Autism Waiver Program, and people receiving services at the Utah State Developmental Center. Functional limitations are only included for people who are receiving ongoing services.

Race/Ethnicity	People	%
White:	4,489	81.8%
Hispanic/Latino:	579	10.6%
Asian/Pacific Islander:	87	1.6%
American Indian:	76	1.4%
Black/African American:	80	1.5%
Other/Unknown:	177	3.2%

Gender

Female 38.9%

Male 61.1%

Age Distribution
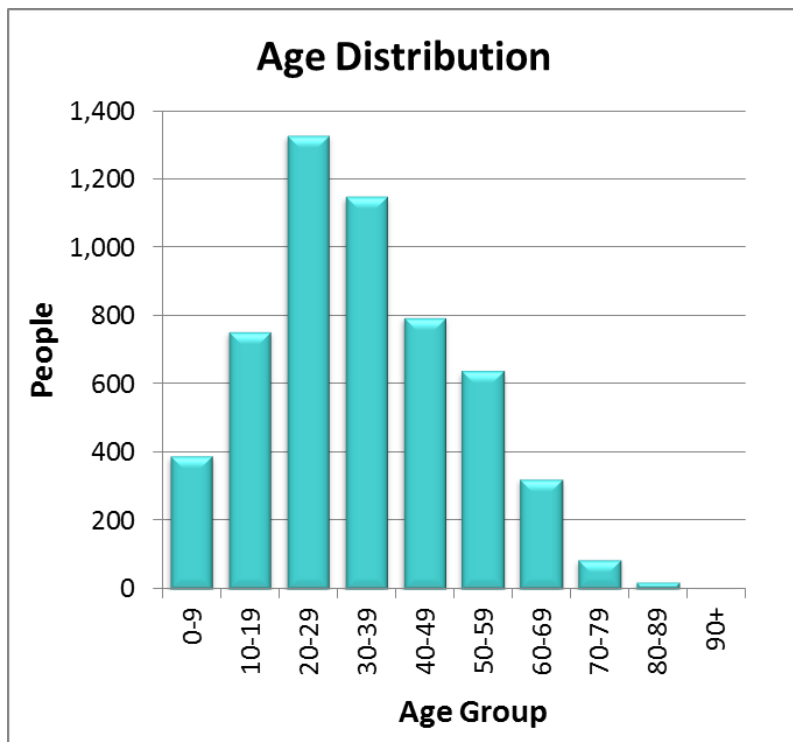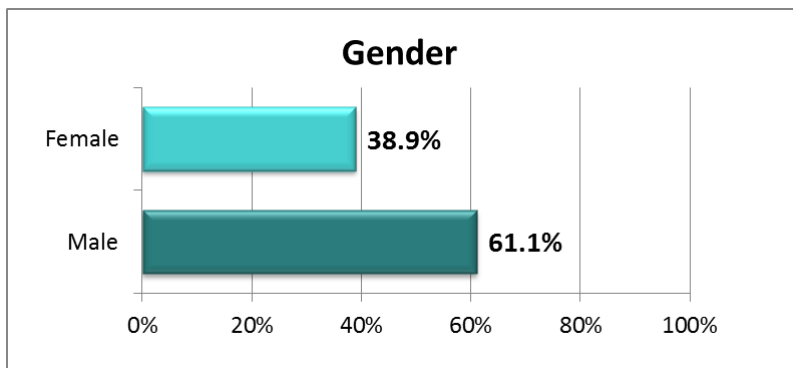
Functional Limitations:

To be eligible for Division services, people must have at least three substantial functional limitations in seven areas of major life activity. Those who have intellectual and developmental disabilities must be seven years of age or older to have a functional limitation determined.

Intellectual Disabilities or Related Conditions

Functional Limitation	People	%
Capacity for Independent Living:	4,577	98.1%
Self-Direction:	4,418	94.7%
Learning:	4,258	91.3%
Economic Self-Sufficiency:	3,783	81.1%
Self-Care:	3,134	67.2%
Language:	2,379	51.0%
Mobility:	1,021	21.9%

People receiving services due to an intellectual disability or related condition most commonly have 4 functional limitations. (Total People=4,656.)[1]

Acquired Brain Injury

Functional Limitation	People	%
Employment:	121	99.2%
Judgement and Self-Protection:	121	99.2%
Memory or Cognition:	120	98.4%
Activities of Daily Life:	102	83.6%
Control of Emotion:	77	63.1%
Communication:	59	48.4%
Physical Health:	50	41.0%

People receiving services due to an acquired brain injury most commonly have 5 functional limitations. (Total People=122.)

Physical Disabilities

Functional Limitation	People	%
Self-Care:	150	100.0%
Mobility:	150	100.0%
Capacity for Independent Living:	143	95.3%
Economic Self-Sufficiency:	37	24.7%
Language:	10	6.7%
Self-Direction:	3	2.0%

People receiving services due to a physical disability most commonly have 3 functional limitations. (Total People=150.)
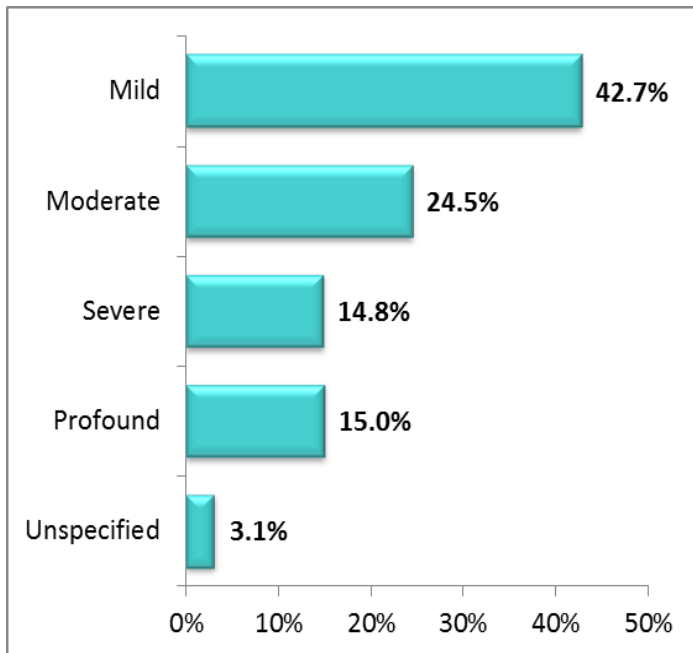
[1] Total of 4,674 people with intellectual disabilities or related conditions includes eighteen (18) people who were under the age of seven, considered too young to have functional limitations determined.
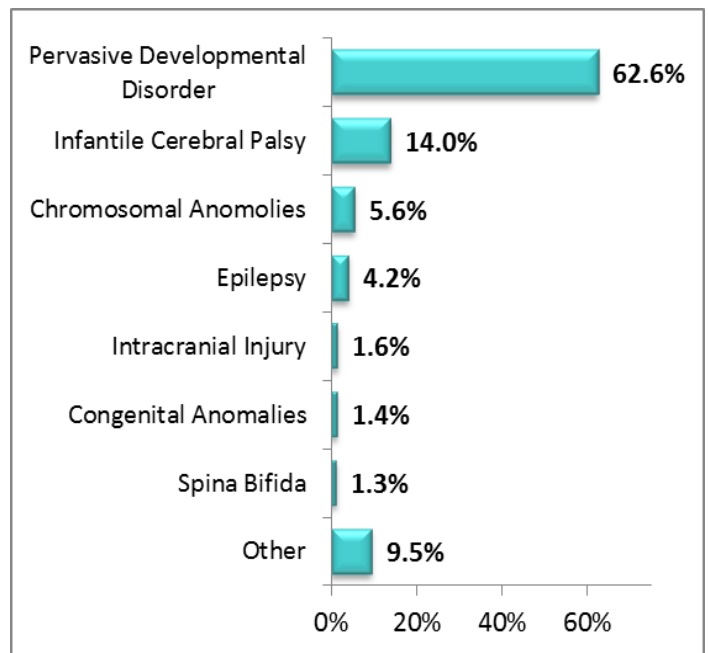
DIAGNOSES

Qualifying Diagnoses of People Receiving Services

Intellectual Disabilities (N=4,064)

Category	Percentage
Mild	42.7%
Moderate	24.5%
Severe	14.8%
Profound	15.0%
Unspecified	3.1%

Related Conditions (N=1,152)

Category	Percentage
Pervasive Developmental Disorder	62.6%
Infantile Cerebral Palsy	14.0%
Chromosomal Anomolies	5.6%
Epilepsy	4.2%
Intracranial Injury	1.6%
Congenital Anomalies	1.4%
Spina Bifida	1.3%
Other	9.5%

Acquired Brain Injury (N=122)

Category	Percentage
Head Injury	26.2%
Concussion	17.2%
Head Hemorrhage	8.2%
Stroke	8.2%
Skull Fracture	4.9%
Laceration and Contusion	3.3%
Other	32.0%

Physical Disabilities (N=150)

Category	Percentage
Quadriplegia	47.3%
Infantile Cerebral Palsy	10.7%
Muscular Dystrophy and Other Myopathy	8.7%
Multiple Sclerosis	8.7%
Paraplegia	5.3%
Spinal Cord Injury	2.7%
Head Injury	1.3%
Other	15.3%

LEGISLATIVE APPROPRIATIONS

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

During the 2013 General Legislative Session, the Division of Services for People with Disabilities (DSPD) was appropriated additional funding for three different areas to provide services to people waiting for services as well as people already receiving ongoing services. These three areas include funding: to bring people off of the waiting list, for people with disabilities aging out of Division of Child and Family Services (DCFS), and to provide needed additional services to people already receiving ongoing DSPD services.

Waiting List Funding:

DSPD uses funds, appropriated by the Legislature, to bring people off of the waiting list and into ongoing services. Beginning in FY2014, appropriated funds were divided with 85% going to people with the most critical needs and 15% to people who are only in need of respite services. For FY2014, DSPD was given $500,000 in state dollars, with which 104 people began receiving services.

Historic Waiting List Funding: Fiscal Years 2012-2014
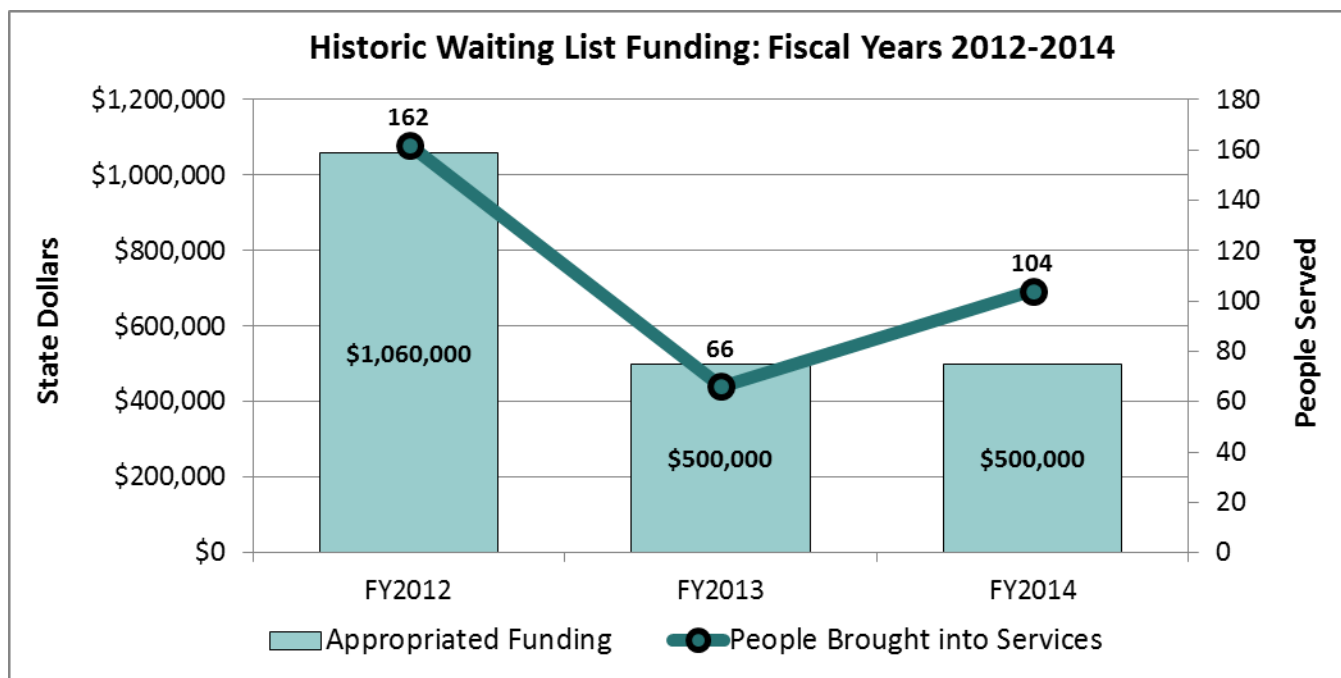
Division of Child and Family Services Age-Outs:

DSPD often works closely with other state agencies, in a system of care, to best support the people we serve. One of the agencies that DSPD works closely with is DCFS. When a child is eligible for both DSPD and DCFS services, DCFS will pay the state funded portion of the waiver services for the child to receive the federal match. This continues until the child is 18 years of age and they "age-out" of DCFS services, at that point DSPD begins to pay the state funded portion of the person's budget. DSPD requests appropriated funds from the legislature to account for this budget increase each year. For FY2014, the DSPD identified 40 people who would be aging out of DCFS services and was appropriated $1,054,100 state dollars to fund the state portion of their budgets.

Mandated Additional Needs:

In order for DSPD to receive the Medicaid Title XIX match for services provided under the three Medicaid Waiver programs, additional health and safety service needs of individuals already receiving DSPD services must be met. For FY2014, DSPD was appropriated $1,866,000 in state dollars to meet additional service needs. Each request for additional service (RAS) undergoes a comprehensive review by the DSPD's RAS committee before being approved. If approved, the committee determines the most appropriate and cost effective manner to meet the additional needs requested.

NEW SERVICE RECIPIENTS

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report
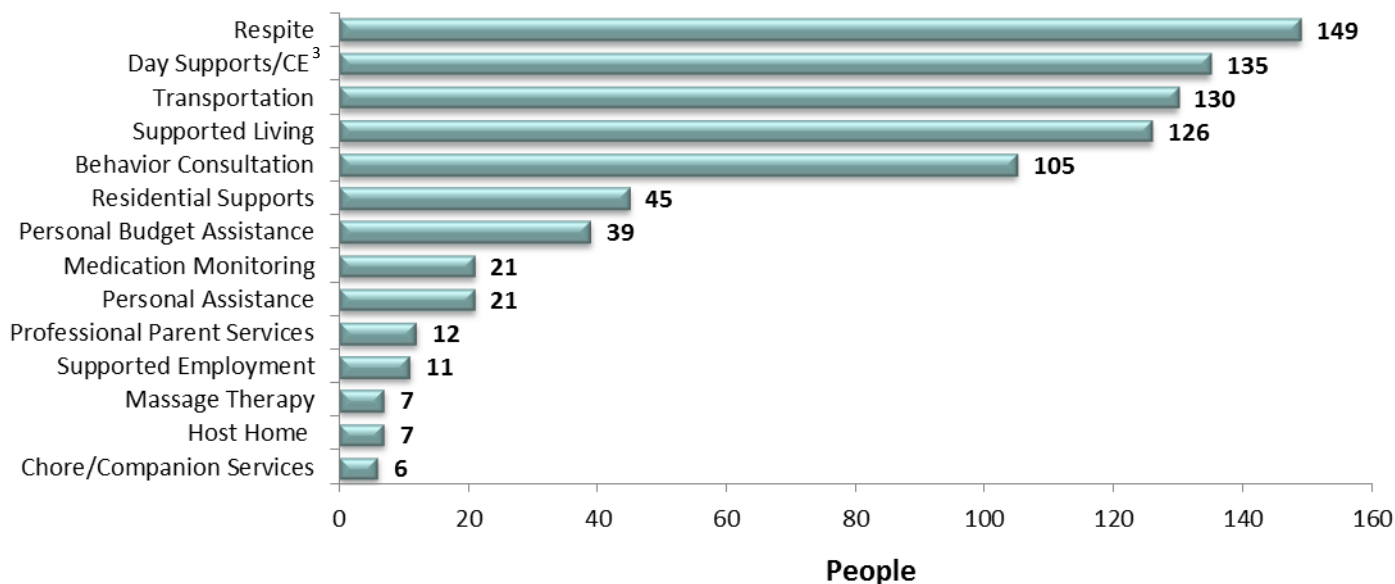
With the changes to Utah Code Section 62A-5-102, during the 2013 General Legislative Session, appropriated funds are now divided with 85% going to people with the most critical needs and 15% to those who are currently in need of only respite services. Attrition[1] money is now used strictly to bring people with the most critical needs into services. For FY2014, the Division was appropriated $500,000 by the legislature, with which 104 people were brought into services. Through attrition funding, 144 people were brought into services.[2] There were also 42 people who were brought into services with other funding sources. An overall total of 290 people began receiving ongoing services through these various funding sources.

Demographics

Funding Source	People	%	Average Budget		Gender	People	%
			State	Total	Male:	189	65.2%
Appropriated					Female:	101	34.8%
Most Critical:	72	24.8%	$5,153	$17,268			
Respite Only:	32	11.0%	$1,583	$5,303			
					Age		
					Under 18:	157	54.1%
Attrition					18 and Older:	133	45.9%
Most Critical/Crisis:	144	49.7%	$4,689	$15,714			
					Average Age:	20.4 Years	
Other							
DCFS:	20	6.9%	$15,396	$51,590	**Region**		
Transition:	22	7.6%	$18,652	$62,503	Urban:	241	83.1%
					Rural:	49	16.9%

Services Received

Services Received by New Service Recipients

Service	People
Respite	149
Day Supports/CE[3]	135
Transportation	130
Supported Living	126
Behavior Consultation	105
Residential Supports	45
Personal Budget Assistance	39
Medication Monitoring	21
Personal Assistance	21
Professional Parent Services	12
Supported Employment	11
Massage Therapy	7
Host Home	7
Chore/Companion Services	6

[1] Attrition money refers to funds that an individual ceases to use which are allocated to provide services to another individual waiting for services.

[2] This figure represents counts as of the end of the fiscal year. A small amount of FY2014 attrition funds are still being used to bring people into services.

[3] Congregate Employment (CE): Contract work and payment of sub-minimum wages for piece-rate work based on individual productivity.

WAITING FOR SERVICES

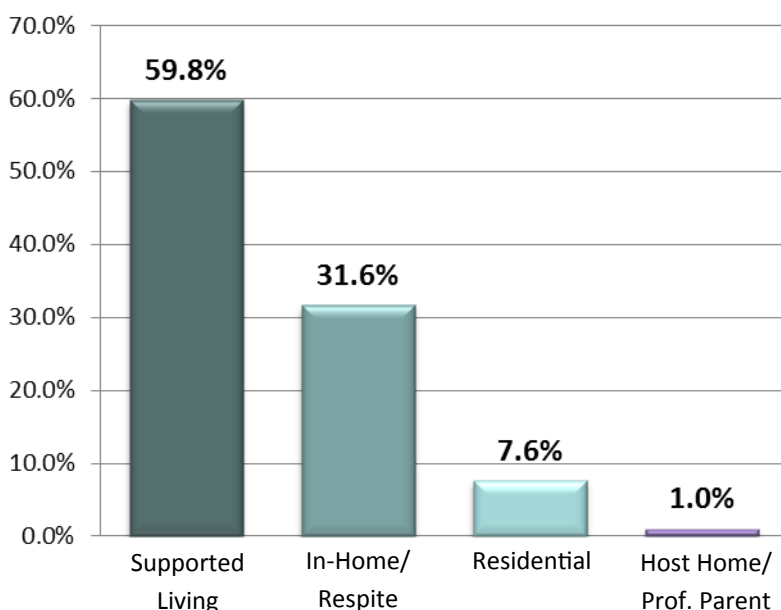## Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

The Division does not have enough funding to bring all eligible Utahns with disabilities into services. At the end of FY2014 there were 1,923 people waiting for services. The Division uses a needs assessment tool to discover the immediate needs of those waiting for services as well as to gauge whose needs are the most critical. The Division then uses funds appropriated from the Legislature as well as those available when other people cease to receive services to bring as many into services as possible, starting with the most critical.
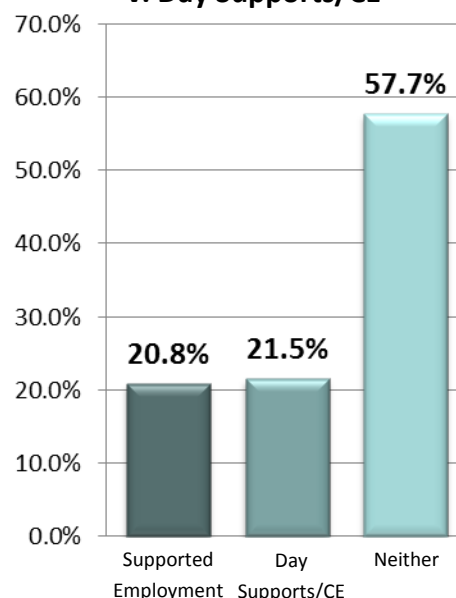
Demographics

Gender	People	%
Male:	1,103	57.4%
Female:	820	42.6%

Disability Type	People	%
Intellectual Disabilities:	1,002	52.1%
Related Conditions:	819	42.6%
Physical Disabilities:	21	1.1%
Acquired Brain Injury:	81	4.2%

Age	People	%
18 and Under:	659	34.3%
Over 18:	1,264	65.7%

Average Age:	24.2 Years
Average Years Waiting:	6.5 Years

Service Needs

Service Groupings

- Supported Living: 59.8%
- In-Home/Respite: 31.6%
- Residential: 7.6%
- Host Home/Prof. Parent: 1.0%

Supported Employment v. Day Supports/CE

- Supported Employment: 20.8%
- Day Supports/CE: 21.5%
- Neither: 57.7%

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

While awaiting funding for ongoing services, some people are eligible for short-term limited services through the Division. These services include the Supported Work Independence (SWI) program, one-time respite services, and community service brokering. SWI and most community service brokering services receive funding through ongoing appropriations, the remaining community service brokering services and one-time respite receive funding through one-time non-lapsing funds. People may be eligible to receive one or any combination of the short-term limited services while waiting for ongoing services.

Short-Term Limited Services

Supported Work Independence

Total Recipients = 277

Designed to assist individuals with disabilities to obtain and maintain competitive employment in integrated settings. Participants in Supported Work Independence often also receive community service brokering services.

### Community Service Brokering

Total Recipients = 253

Utilizing a skilled advisor who assists in connecting individuals with disabilities to resources in the community designed to improve overall quality of life.

One-Time Respite

Total Recipients = 228

Respite services provide relief to the person's normal caregiver and help alleviate some of the burden the caregiver feels for caring for their family member with disabilities, on a full-time basis. To assess the impact of these services, the Division conducted a pre-test/post-test evaluation of one-time limited respite recipients. There were a total of 151 recipients who participated in both the initial and follow-up evaluations. The evaluation consisted of nine measures that looked at the amount of time spent participating in certain activities. The findings of the evaluation show statistically significant[1] differences in each measure between the initial evaluation and the follow-up evaluation after receiving these respite services, thus showing the effectiveness respite services have in relieving some burdens and stress for caregivers.

Respite Evaluation FY2014: Satisfaction Percentage for each Measure
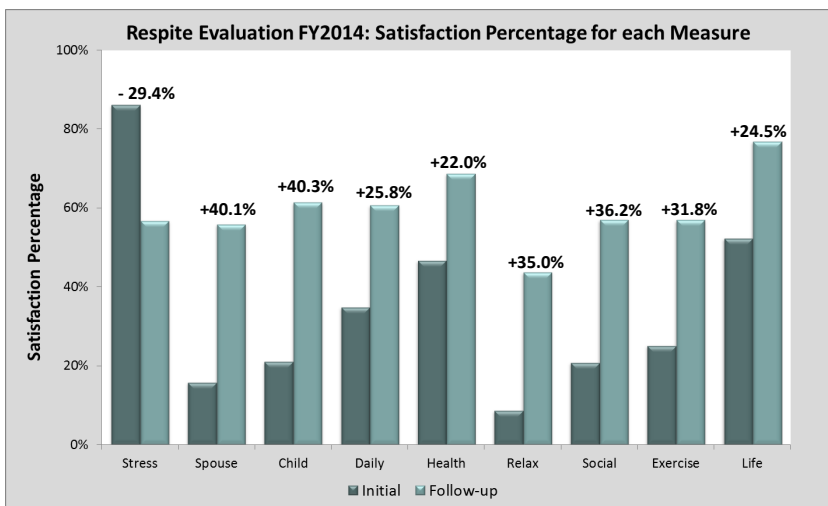
Indicator	Measure
Stress:	*Felt stress over caring for family member with disabilities*
Spouse:	*Had enough time to spend with spouse/partner*
Child:	*Had enough time to spend with other children*
Daily:	*Had enough time for daily responsibilities*
Health:	*Had enough time to address health care needs/ doctor visits*
Relax:	*Had enough time for relaxation or vacationing activities*
Social:	*Had enough time for social activities*
Exercise:	*Had enough time to exercise*
Life:	*Satisfied with overall quality of life*

[1] Differences between satisfaction scores for each category were statistically significant at a p<.0001 level.

SERVICE GROUPINGS

Division services typically fall into five primary categories (residential supports, host home/professional parent supports, supported living, self-administered in-home supports, and provider based in-home Supports) and two sub-categories (supported employment and day supports) creating a variety of different service groupings. Participation and service costs differ greatly within these primary categories and sub-categories.

Service Groupings: Primary Categories

Residential Services

Number of People:	1,567	Average Age:		41 years	
Number of Providers:	40	Average Annual Cost:		$56,535 ($16,871 State Dollars)	
Total Cost FY2014:	$88.59 Million	Total State Cost FY2014:		$26.43 Million	

Residential services provide daily 24-hour services in supervised apartments and group homes, assisting a person to gain and/or maintain independent living skills in a community setting. Provider staff supervise and assist people with activities of daily living such as toileting, eating, bathing, and dressing. Residential   services offer habilitation, supervision, and assistance as an alternative to placement in an institutional setting. Other supports often offered with residential services include behavior consultation, prescription monitoring, and extended living supports.

Host Home and Professional Parent Services

Number of People:	312	Average Age:	29 years	
Number of Providers:	26	Average Annual Cost:	$45,137 ($13,470 State Dollars)	
Total Cost FY2014:	$14.08 Million	Total State Cost FY2014:	$4.20 Million	

Host Home and Professional Parent services provide residential supports in a private home where the person does not live with an immediate family member. Host Home and Professional Parent services also offer support, supervision, assistance to maintain individual health and safety, and assistance with activities of daily life. These services often assist people who have exceptional care needs, thereby enhancing their ability to live as independently as possible, fully participate in a community setting of their choosing, and avoid isolation.

Supported Living Services

Number of People:	452	Average Age:	45 years
Number of Providers:	43	Average Annual Cost:	$14,718 ($4,392 State Dollars)
Total Cost FY2014:	$6.65 Million	Total State Cost FY2014:	$1.98 Million

Supported living services are hourly and intermittent services for those who live alone in their own homes, with roommates, with a spouse, with their parents, or with other related caregivers. Supported living service providers maintain the person's health and safety and provide transportation, personal care, homemaker and chore services, attendant care, observation of administration of all medications, advocacy, assistance with communication, and other activities of daily living.

Self-Administered Services

Number of People:	1,552	Average Age:	26 years
Number of Fiscal Agents:	3	Average Annual Cost:	$9,273 ($2,767 State Dollars)
Total Cost FY2014:	$14.39 Million	Total State Cost FY2014:	$4.29 Million

Self-Administered Services (SAS) enables persons with disabilities and families to elect to have services provided within their own home and allows them to hire, train, and supervise the employees providing those services.   A payroll agent, called a Fiscal Management Agent, provides payroll services and financial information to help the family manage their employees and budgets. The SAS model gives the person and person's family more control over who provides supports and services.   Some of the services commonly associated with the SAS model are respite, homemaker and chore services, companion services, and personal assistance.

In-Home Provider-Based Services

Number of People:	1,023	Average Age:	29 years
Number of Providers:	70	Average Annual Cost:	$7,675 ($2,290 State Dollars)
Total Cost FY2014:	$5.84 Million	Total State Cost FY2014:	$1.74 Million

In-home provider-based services are intended to assist families in maintaining the family structure while caring for a family member with disabilities in the family home. Families select from a list of contracted providers to meet their service needs. The service needs are to maintain the person's health and safety, personal care, self-advocacy activities, communication, activities of daily living, and transportation to access community events and other daily activities. Common services provided in the home are respite, chore and homemaker services, companion services, personal assistance, transportation, and many others.

SERVICE GROUPINGS

Service Groupings: Sub-Categories

Supported Employment

Number of People:	689	Average Age:	40 years
Number of Providers:	46	Average Annual Cost:	$7,482 ($2,232 State Dollars)
Total Cost FY2014:	$5.15 Million	Total State Cost FY2014:	$1.53 Million

Supported employment helps adults with disabilities obtain, maintain, and advance in competitive employment in integrated work settings paying minimum wage or more. These services are provided individually or in groups, with a job coach or co-worker supports. Supported Employment is designed to be flexible enough to accommodate both the needs of the employer and the needs of the person. It can be arranged on a full or part time basis, during traditional or non-traditional workdays, or work hours and take place in settings where the person has the opportunity to work with co-workers who do not have intellectual disabilities.

Day Supports and Congregate Employment

Number of People:	2,585	Average Age:	36 years
Number of Providers:	54	Average Annual Cost:	$14,503 ($4,328 State Dollars)
Total Cost FY2014:	$37.49 Million	Total State Cost FY2014:	$11.18 Million

Day supports provide daily and hourly support and supervision for individuals and groups of adults with disabilities. These services provide a safe, non-residential, community habilitation program in a structured setting, other naturally occurring environment, or community settings where people can gather in groups during the day, participate and contribute in their community, and avoid isolation.

For children, day supports are provided during breaks from school, including summer breaks, holidays, vacations, and after school programs. People receiving day supports are generally supported in a group setting with others who have similar disabilities. These services may include contract work and payment of sub-minimum wages for piece-rate work based on individual productivity.

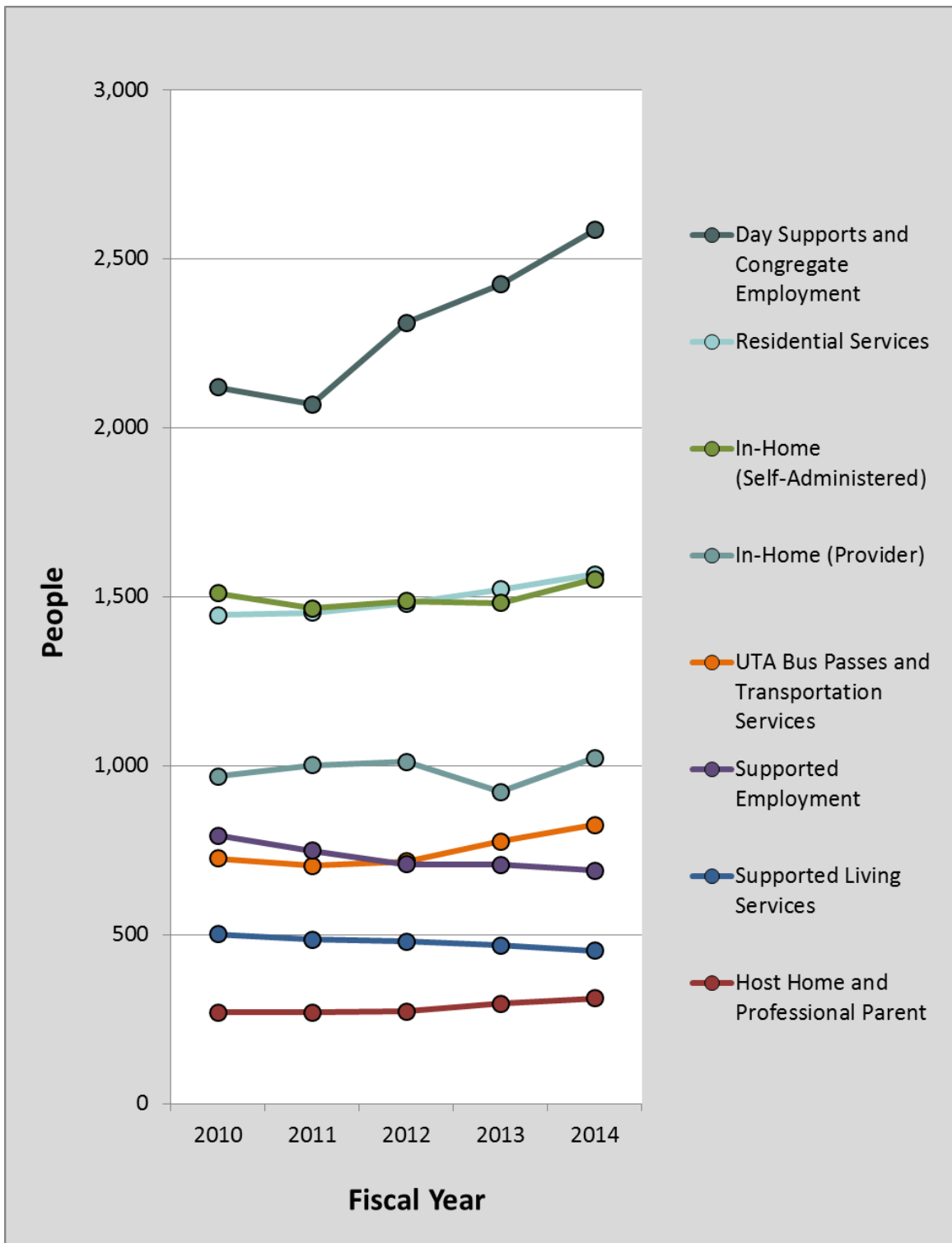## UTA Bus Passes and Transportation Services

Number of People:	824	Average Age:	40 years
Number of Providers:	15	Average Annual Cost:	$2,281 ($680 State Dollars)
Total Cost FY2014:	$1.87 Million	Total State Cost FY2014:	$560,962

Transportation services are provided to help the person gain access to supported employment, day programs, and other community services, activities, and resources.

Historic Service Participation: Fiscal Years 2010-2014

SERVICE GROUPINGS

Service Groupings

Service	Supported Employment (N=689)	Day Supports/CE (N=2,585)	Neither (N=1,632)
Residential Supports (N=1,567)	15%	77%	8%
Host Home/ Prof. Parent Supports (N=312)	10%	71%	19%
Supported Living (N=452)	41%	24%	35%
In-Home Supports (Self-Administered Services) (N=1,552)	4%	30%	66%
In-Home Supports (Provider Based) (N=1,023)	16%	58%	26%

■ Supported Employment (N=689)   ■ Day Supports/CE (N=2,585)   ■ Neither (N=1,632)
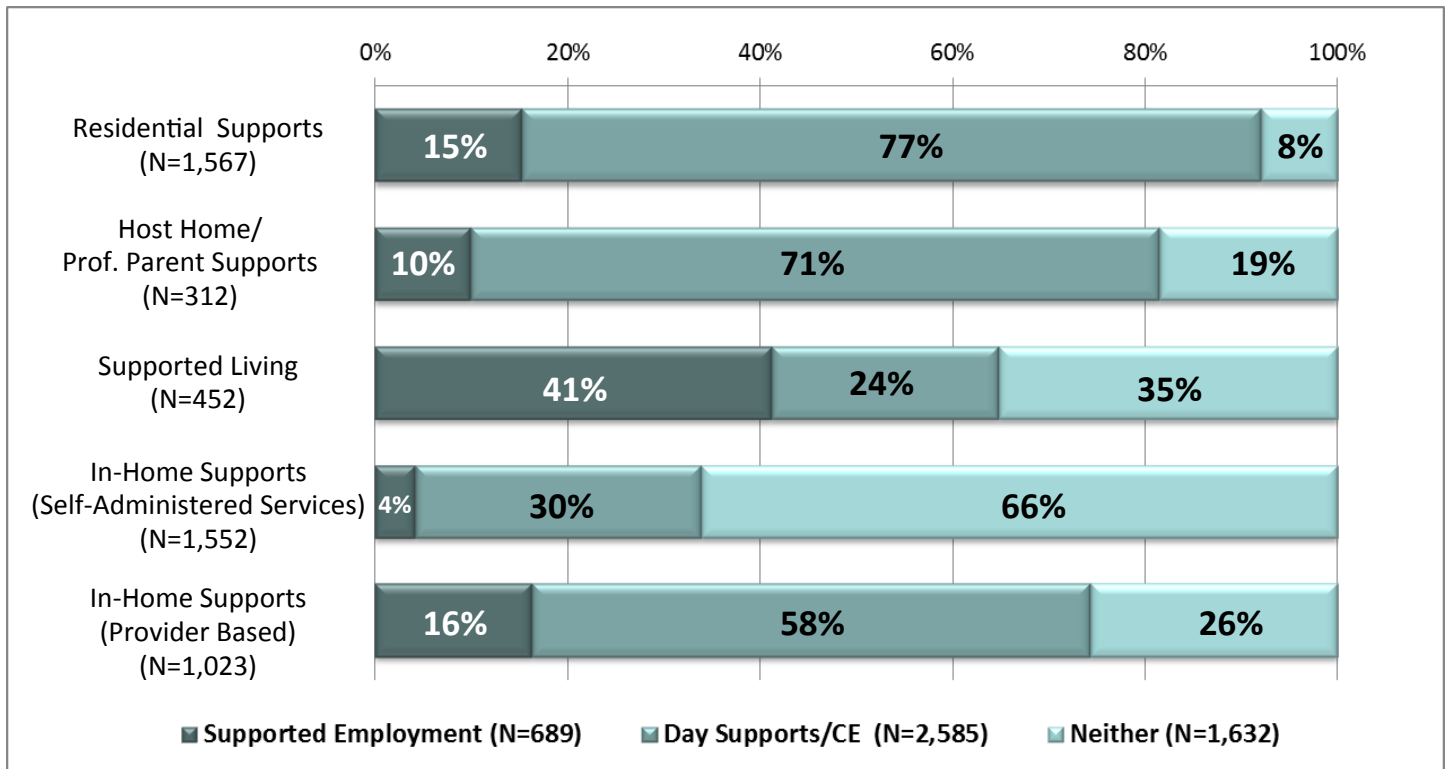
Historic Service Utilization: Fiscal Years 2010-2014

In-Home Supports[1] v. Residential Supports

— In-Home Supports   — Residential Supports

Supported Employment v. Day Supports/CE

— Supported Employment   — Day Supports/CE
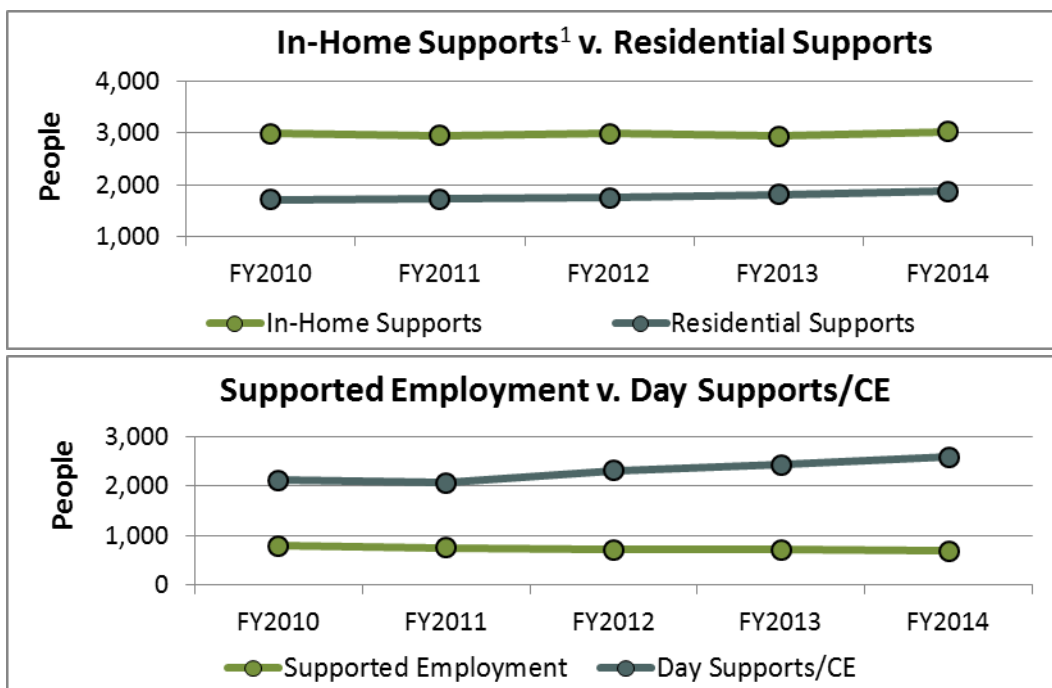
[1] In-home supports include supported living services.

Service Groupings: Average Service Cost

FY2014 Average Annual Service Cost

Total Dollars (y-axis): $0 to $90,000

Categories (x-axis): Residential, Host Home/Prof. Parent, Supported Living, In-Home (Self-Administered), In-Home (Provider)

Legend:
- Supported Employment (N=689)
- Day Supports/CE (N=2,585)
- Neither (N=1,632)
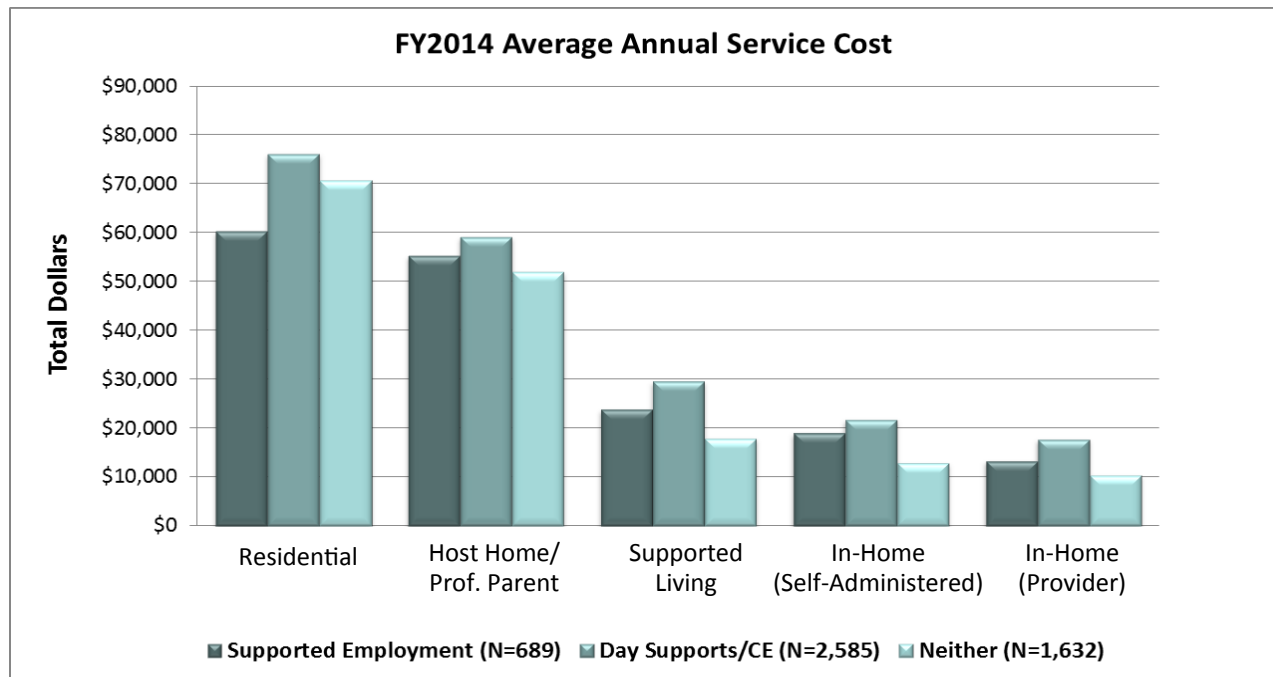
If Service Recipients and People Waiting Consisted of 100 People
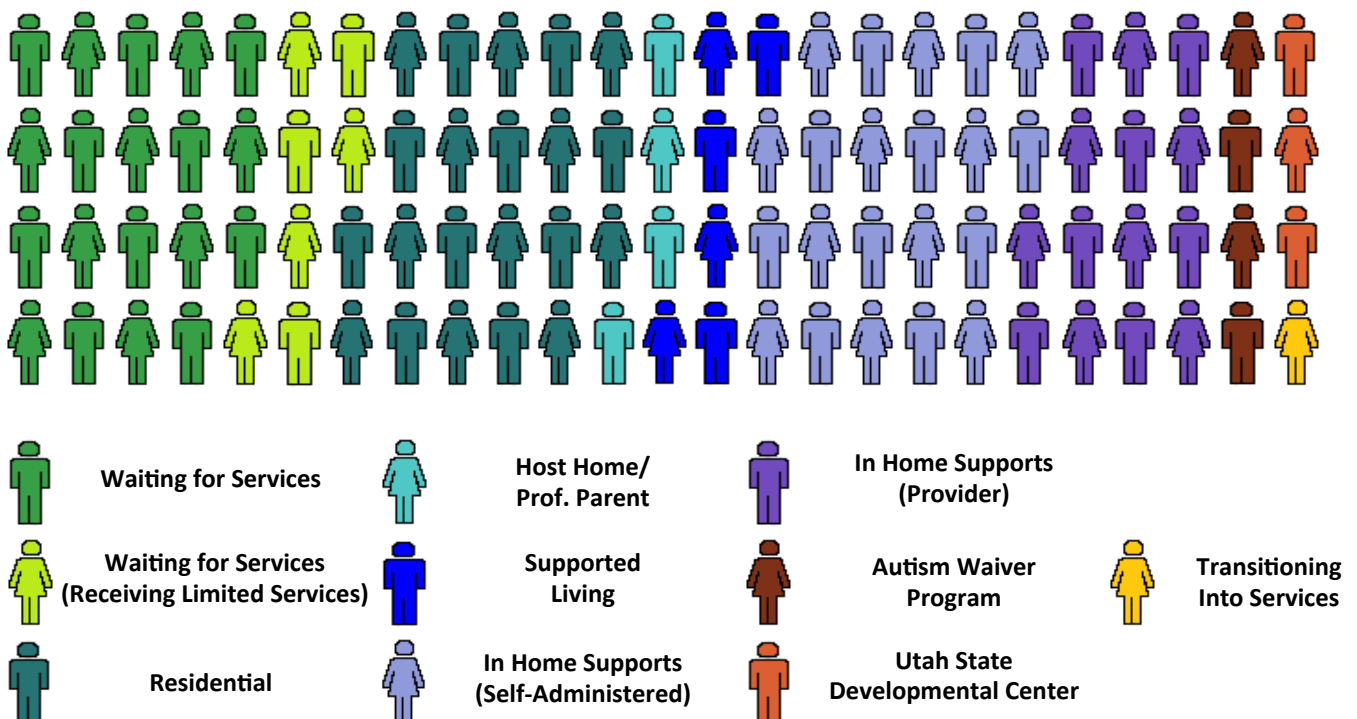
- Waiting for Services
- Waiting for Services (Receiving Limited Services)
- Residential
- Host Home/Prof. Parent
- Supported Living
- In Home Supports (Self-Administered)
- In Home Supports (Provider)
- Autism Waiver Program
- Utah State Developmental Center
- Transitioning Into Services

EMPLOYMENT

The Division is required to emphasize employment as the primary service option, over day supports, for people receiving services. During FY2014, the Division established an Employment First Strategic Plan that promotes and supports competitive, integrated, and community-based employment for people with disabilities. In addition, the Division operates a Supported Work Independence program and Customized Employment Project.

Historic Employment Services: Fiscal Years 2000-2014

People Receiving Employment Supports: Fiscal Years 2000-2014
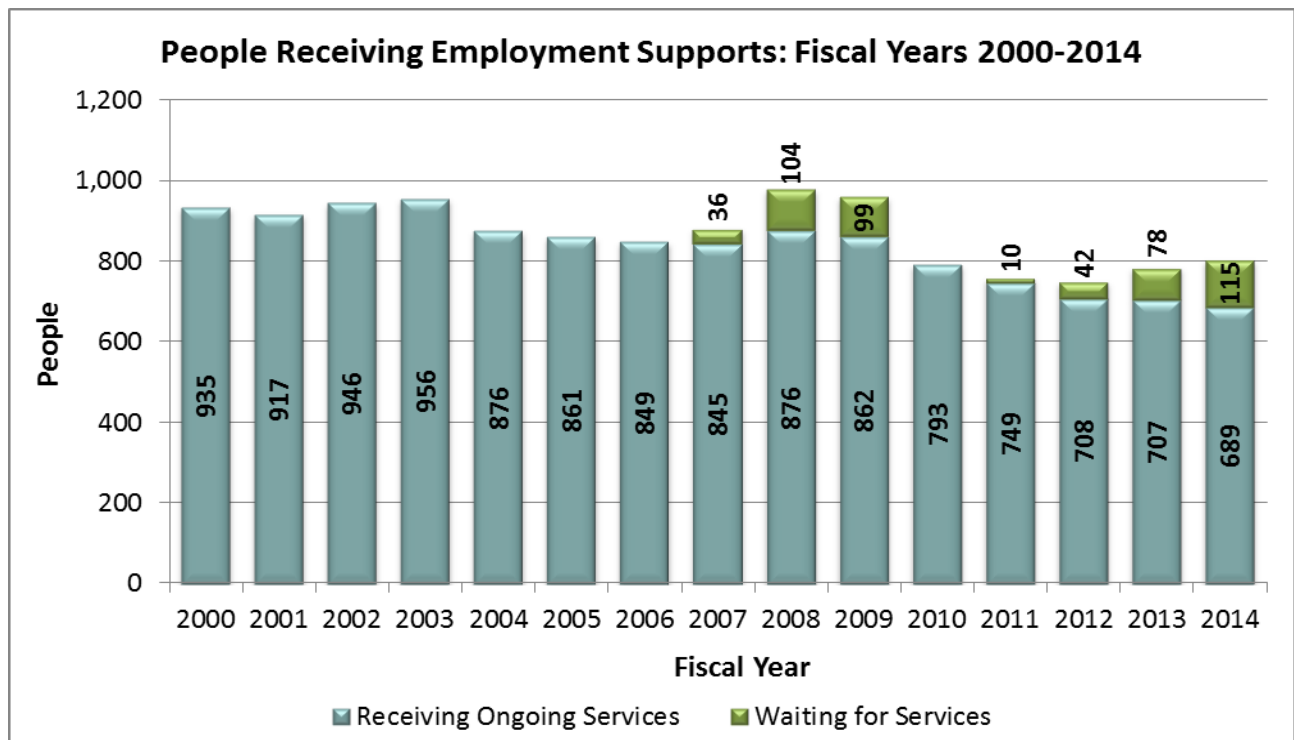
Employment Service Costs: Fiscal Years 2010-2014
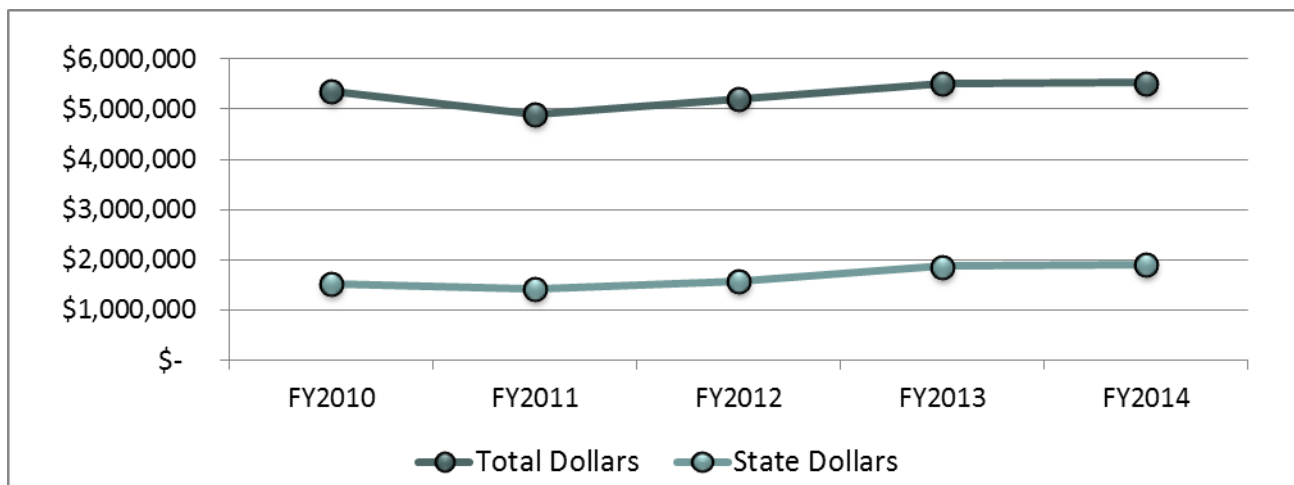
EMPLOYMENT

Supported Work Independence

Supported Work Independence (SWI) is a program designed to assist persons with disabilities to obtain and maintain competitive employment, earning minimum wage or above, while waiting for Division services. The program is funded by ongoing appropriated general fund dollars. Participants in the program receive support from privately contracted supported employment agencies and community service brokers. These supports include access to an employment specialist who provides on-the job support to ensure the person performs well , advocates for the person if any issues with coworkers or management arise, and assists with any other situation that may present a challenge to the person's success.

Supported Work Independence: Fiscal Year 2011-2014

Fiscal Year	Participants	Total Cost	Average Cost
2014	277	$374,570	$1,352
2013	264	$312,583	$1,184
2012	183	$102,959	$563
2011	129	$26,118	$202

Historic Supported Work Independence Participation
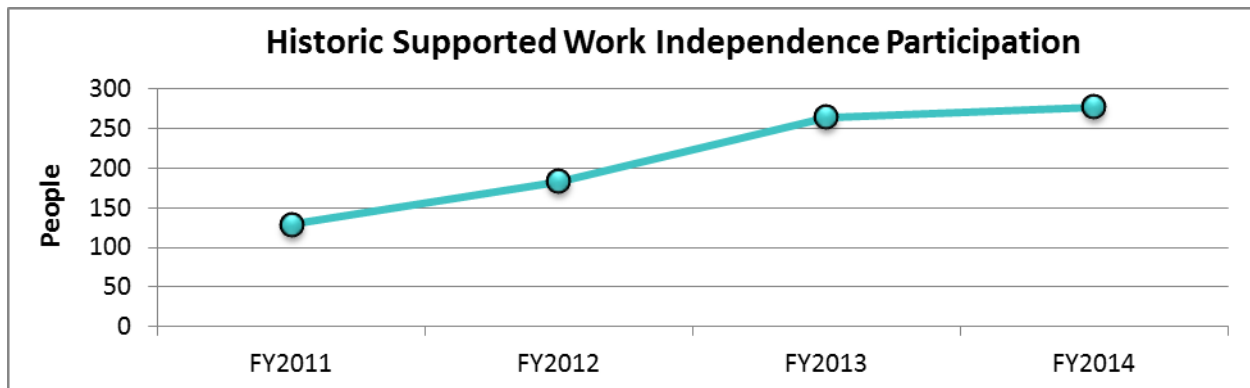
Customized Employment Project

Customized employment is a process in which employment relationships between employees and employers are individualized to meet the needs of both parties. Customized employment may create employment through a number of methods such as job carving[1], self-employment and entrepreneurial initiatives, job development, and responsibility restructuring.

Project Highlights

- Provided training and technical assistance for teachers in the Alpine School District and staff at the Utah State Developmental Center.

- Training, for individuals with disabilities, included hands on instruction to learn complex tasks.

- 60 job coaches completed training and earned their national certificate in customized employment.

- 75% of individuals with disabilities involved in the project obtained meaningful, gainful employment in various industries such as welding, educational services, production, agriculture, and retail.

[1] Job carving is the act of analyzing work duties performed in a given job and identifying specific tasks that might be assigned to an employee with severe disabilities.

Employment Highlights

Mason Loscher

Mason is currently a special education student in the Alpine School District and is in the process of transitioning to life as an adult. Mason was able to obtain employment with Alpine School District at the beginning of this school year and loves his job. He tells all his peers, "He has a real job and gets paid real money!" Mason has an increased sense of self-worth, accomplishment and independence. This job has helped him meet new people and develop relationships with supervisors and co-workers. His mom has recognized a number of new skills he has learned at his job and that he helps out more at home because of his newly learned skills. Working benefits people in many ways and Mason is a great example of that.

Kegan Bristol

Kegan is a young woman with an intellectual disability who, until recently, had been unable to find employment. With support from her job coach, Kegan was able to find a position at Mother's Helper Child Care Center, where she works as a teacher. The job was overwhelming at first, but Kegan now reports being happier than ever and absolutely loves working with the children. At this last year's Easter party she offered to dress up as the Easter Bunny and enjoyed every minute of it.

James Fitzgerald

James began working as a janitor and equipment cleaner for Gold's Gym in 2008. With the support of his job coach, James quickly mastered his job responsibilities. In the beginning, James required support from his job coach during his entire shift. James has progressed so much that he now takes public transportation to and from his job and his job coach is present only four hours per month. James enjoys working independently and loves the opportunity he has to work in the community.

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The Division contracts with National Core Indicators (NCI) to perform quality and service recipient satisfaction surveys focusing on target outcome measures. Core indicators are standard measures used across participating states that assess outcomes of services provided to persons and families. Core indicators measure areas such as employment, health and safety, community inclusion, choices, rights, and service delivery. The following graphs/tables reflect data collected during the 2012-2013 survey cycle year.

Adult Consumer Survey

Face-to-face survey targeting adults (18 and older) receiving ongoing services.

Composite Scales:

Standardized scores were created to analyze measures in choice and decision making, and community inclusion. Two composite scores were produced from choice and decision making measures and one composite score was produced from community inclusion measures:

Choice and Decision Making
◊ **Life Decisions Scale**: Choices in residence, work, day activity, staff, and roommates.
◊ **Everyday Choices Scale**: Choices in daily schedule, how to spend money, and free time activities.

Community Inclusion
◊ **Community Inclusion Scale:** Number of times the person went shopping, on errands, out for entertainment, and out to eat.

	Utah		NCI Average	
	Respondents	Adjusted Average	Respondents	Adjusted Average
Life Decisions Scale:	400	70%	12,098	56%
Everyday Choices Scale:	403	90%	12,365	86%
Community Inclusion Scale:	350	14.2	10,917	13.5

Employment
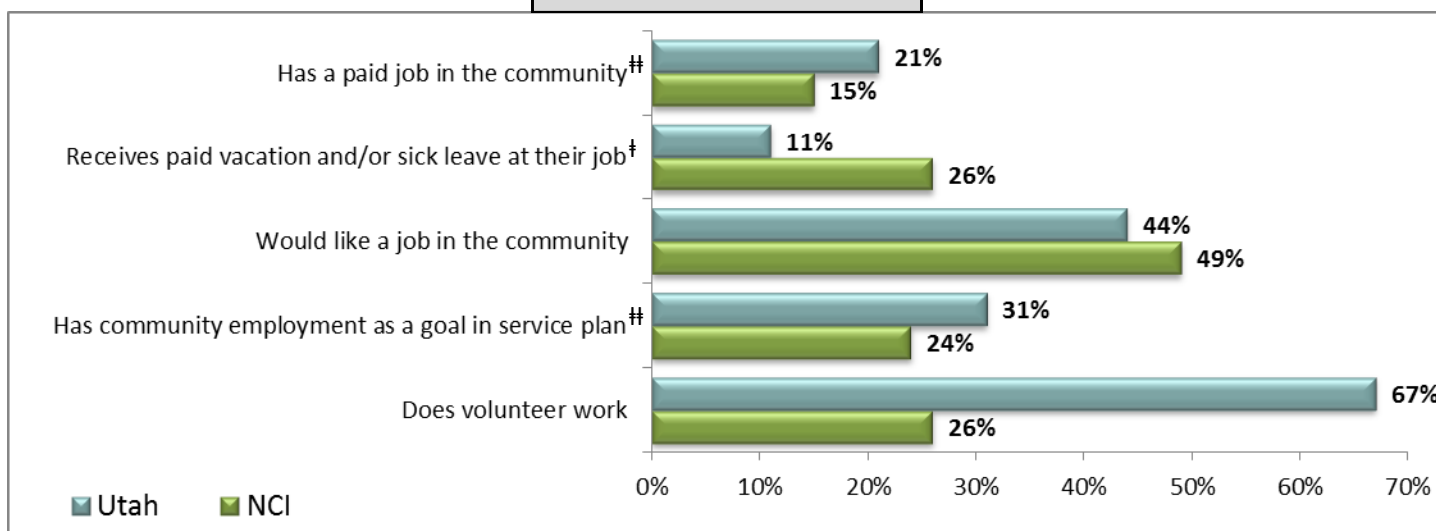
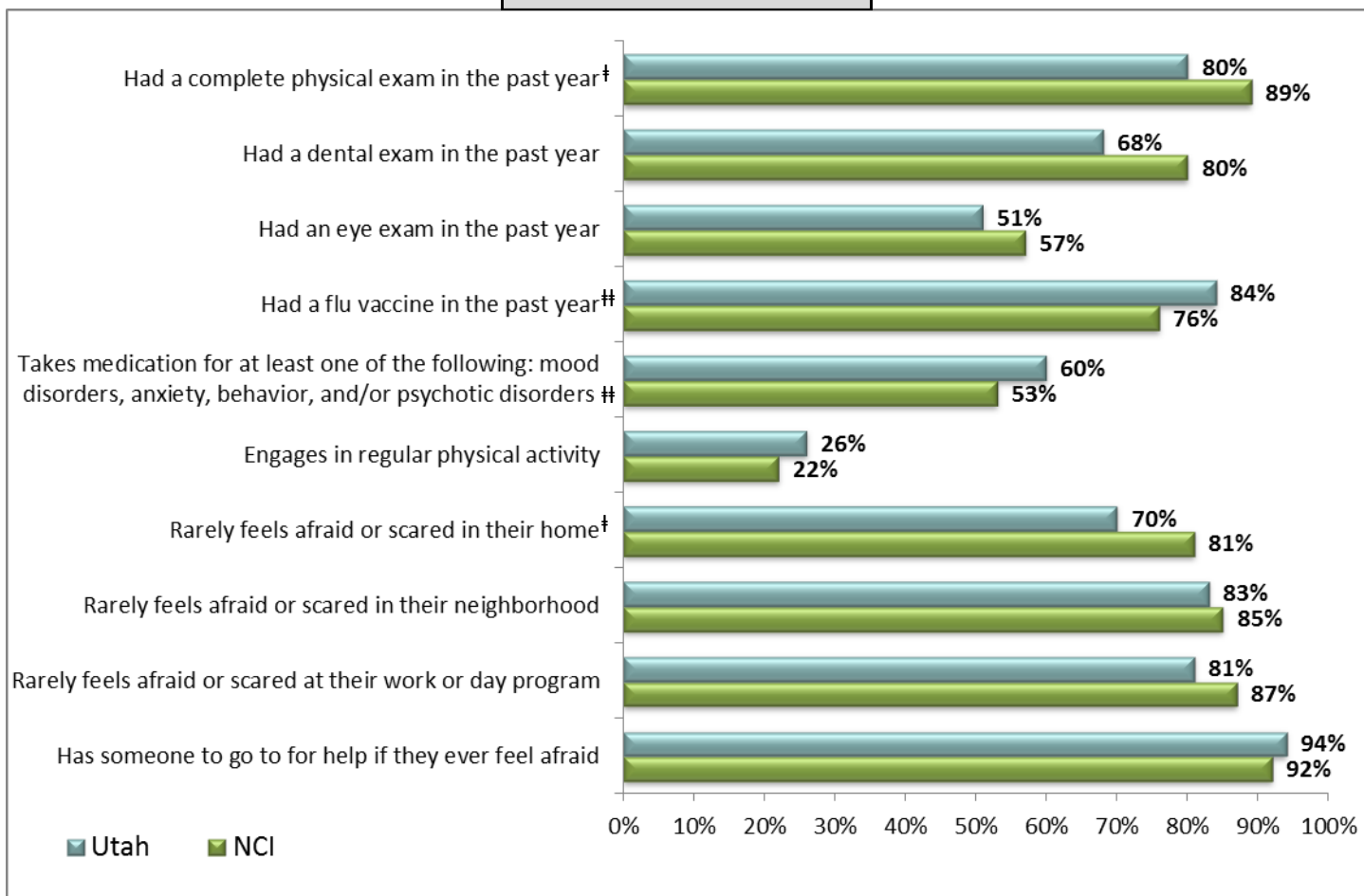‡‡ Indicates Utah is significantly above national average for particular measure.
‡ Indicates Utah is significantly below national average for particular measure.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Health/Safety

Measure	Utah	NCI
Had a complete physical exam in the past year‡	80%	89%
Had a dental exam in the past year	68%	80%
Had an eye exam in the past year	51%	57%
Had a flu vaccine in the past year⧺	84%	76%
Takes medication for at least one of the following: mood disorders, anxiety, behavior, and/or psychotic disorders ⧺	60%	53%
Engages in regular physical activity	26%	22%
Rarely feels afraid or scared in their home‡	70%	81%
Rarely feels afraid or scared in their neighborhood	83%	85%
Rarely feels afraid or scared at their work or day program	81%	87%
Has someone to go to for help if they ever feel afraid	94%	92%

■ Utah   ■ NCI

Service Coordination

Measure	Utah	NCI
Likes their Support Coordinator	97%	Other NCI States do not collect this data
Support Coordinator gets them what they need	91%	88%
Support Coordinator calls them back right away	74%	75%
Likes their support staff	93%	Other NCI States do not collect this data
Staff come when they are supposed to	94%	93%
Helped make their service plan⧺	91%	85%

■ Utah   ■ NCI

⧺ Indicates Utah is significantly above national average for particular measure.
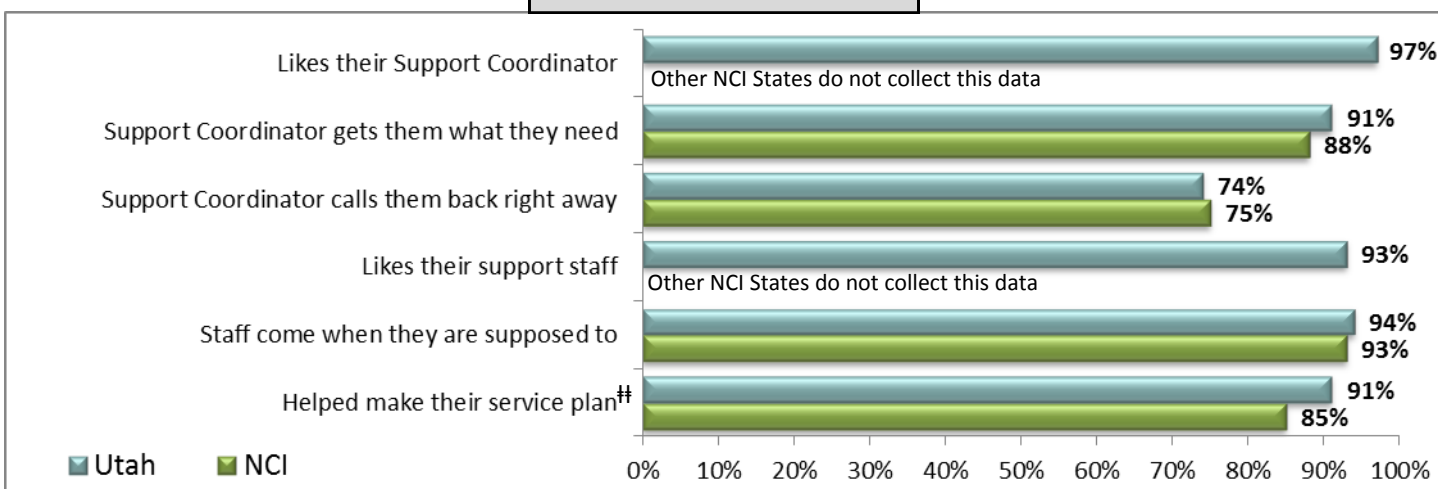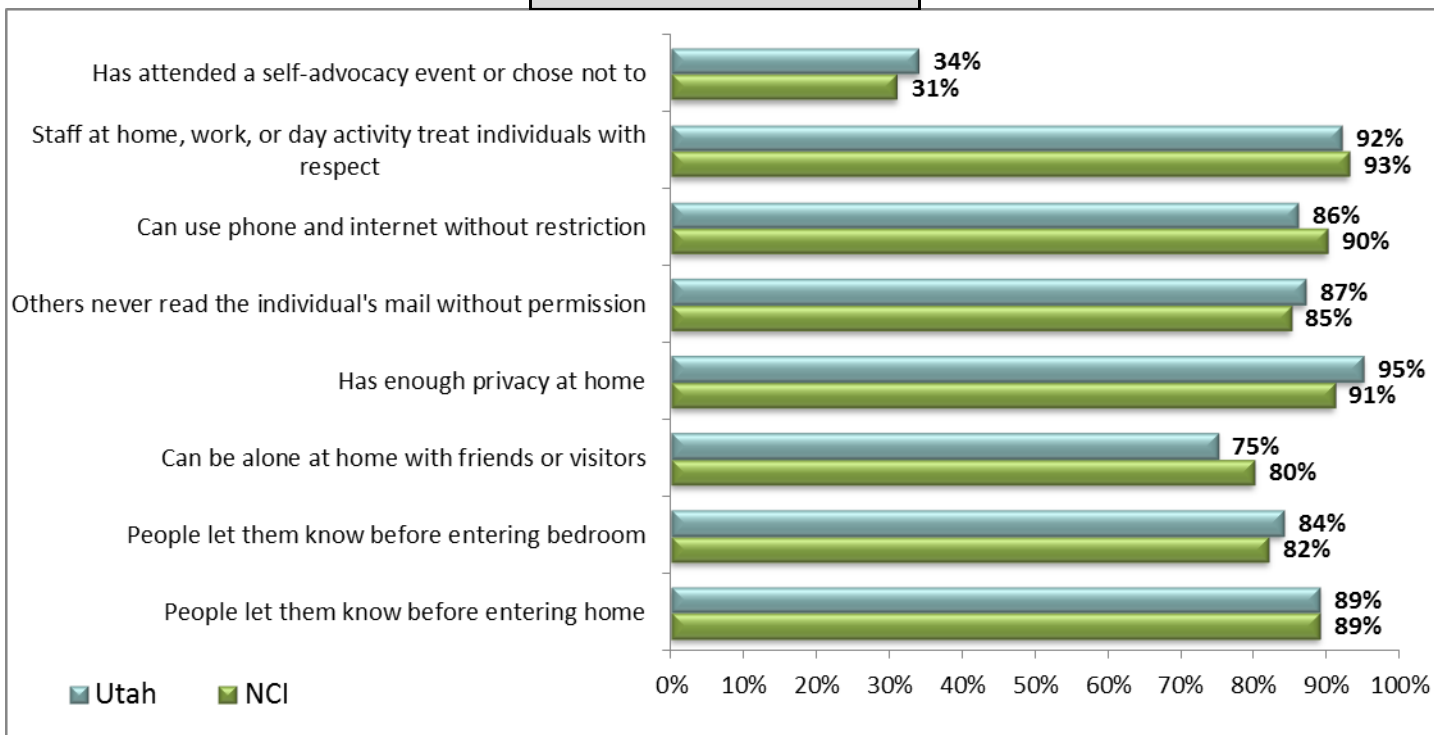‡ Indicates Utah is significantly below national average for particular measure.
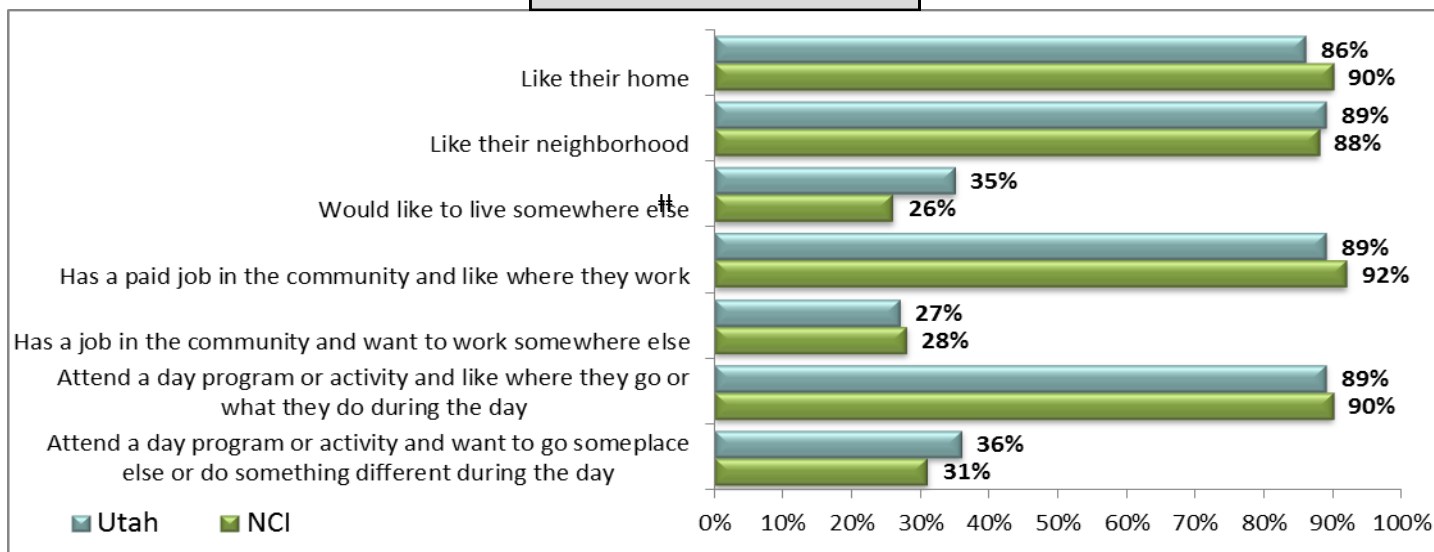
Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Respect and Rights

	Utah	NCI
Has attended a self-advocacy event or chose not to	34%	31%
Staff at home, work, or day activity treat individuals with respect	92%	93%
Can use phone and internet without restriction	86%	90%
Others never read the individual's mail without permission	87%	85%
Has enough privacy at home	95%	91%
Can be alone at home with friends or visitors	75%	80%
People let them know before entering bedroom	84%	82%
People let them know before entering home	89%	89%

Satisfaction

	Utah	NCI
Like their home	86%	90%
Like their neighborhood	89%	88%
Would like to live somewhere else ⊮	35%	26%
Has a paid job in the community and like where they work	89%	92%
Has a job in the community and want to work somewhere else	27%	28%
Attend a day program or activity and like where they go or what they do during the day	89%	90%
Attend a day program or activity and want to go someplace else or do something different during the day	36%	31%

WANT TO SEE MORE?

The full Adult Consumer Survey report, as well as state reports, condensed and user friendly reports, and family mail-out reports can be found on the Division's website: http://dspd.utah.gov/research-and-reports/reports/.

⊮ Indicates Utah is significantly above national average for particular measure.
‡ Indicates Utah is significantly below national average for particular measure.

Annual Performance Measures Review

To assist in maintaining and strengthening the Division's service system, each year the Division's Quality Management team performs reviews of all contracted providers. These reviews ensure that contract standards are being met which in turn improves service delivery and satisfaction. If, during the course of any review, a provider is found to be outside the contract minimum standards, in any area, they are given a plan of correction. A plan of correction is categorized into three levels of severity: minor, significant, and major. Providers are given a time frame to correct the issue. The time frame is contingent upon the severity of the plan of correction.

Plan of Correction

Severity of Plan of Correction:

- ♦ **Minor:** Issues do not negatively impact client well being or jeopardize funding. Minor corrective actions are typically related to poor documentation or late reporting. In these cases, the issues are immediately addressed for the person, but documentation is lacking or turned in after deadlines have passed.

- ♦ **Significant:** Issues in general are non-compliance with directives, contract requirements or rules, that result in inadequate treatment or that have the potential to jeopardize the well-being of a person. This could also be the result of failure to implement plans of correction for minor contract issues. Significant issues do not put the person in imminent danger.

- ♦ **Major:** Issues pose an imminent danger to the person's health and safety, or an imminent risk to the person or other people. Major issues can become sanctions if not resolved within the specified timeframe.

Annual Performance Reviews

Plan of Correction Needed	Count	%		Severity	Count	%
Yes:	91	53.2%		Minor:	75	82.4%
No:	80	46.8%		Significant:	14	15.4%
				Major:	2	2.2%
Total Reviews:	**171**					

Reported Compliance Issues

Reported Compliance Issues

Issue	Count
Documentation	41
Staff Training	23
Personal Budget Assistance	19
Bureau of Criminal Identification	16
Policies and Procedures	15
E-Verify	10
Financial Reporting	10
Client Record	10
Billing	8
Other [1]	37
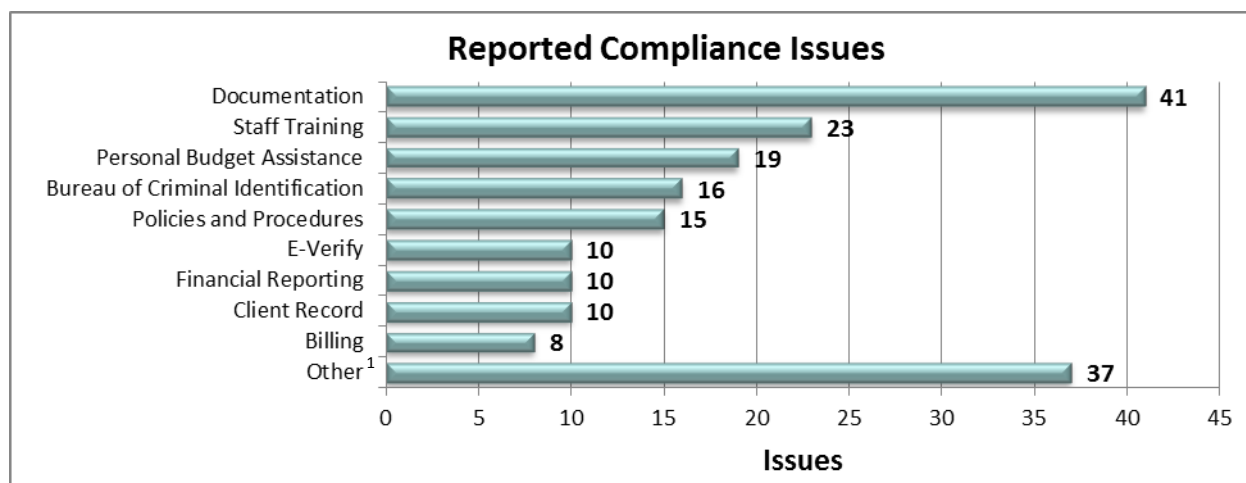
Issues

[1] Other issues include: Code of conduct, emergency management, human rights, conflict of interest, fiscal payback, person centered support plan goals, license and certification, confidentiality, and medication.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Trainings

USTEPS Provider Interface (UPI): The Division piloted and released a new module to its USTEPS case management system. The USTEPS Provider Interface system allows contracted providers access to controlled information about the people they serve. The Division met with providers across the state to provide training on the system. In addition to hosing several training session, the Division released a downloadable user manual available for easy reference.

Core Training: The Division embarked on its second year of annual Core Training for support coordinators. Core Training offers new and established support coordinators a review of their roles and obligations to the people they serve. Through the training, support coordinators meet with representatives of the different functional areas of the Division, are offered an overview of supports, and are provided an understanding of proper business processes.

Incident Reporting: The Division released an electronic incident reporting system within new USTEPS Provider Interface system. This new tool replaces the paper and pencil incident reporting system and will help expedite documenting health, safety, and behavioral concerns for individuals. The Division held five state-wide trainings on the new system for providers and support coordinators. Additionally, trainings were offered at two sessions of the Division's Core Trainings during the year.

Bridges Out of Poverty: The Bridges Out of Poverty movement focuses on how to best meet peoples' needs while being aware of the different issues faced by the various economic strata in society. The Division was pleased to have three of its staff gain lifetime certification for this training. These members have gone on to provide trainings to nearly a dozen other state agencies. The Division looks forward to additional promotion of these trainings to other agencies and using the rubric to find solutions to systemic poverty in the Division system.

Provider Conference

"Let's get to Work"

Employment First:
Social Capital & Our New Role

The 2014 Conference Covered:

- The new Division Human Rights Council
- Stable and safe environments
- The Employment First Strategic Plan
- Customized job development
- Self advocacy and signs of abuse
- Utah court interventions for people with disabilities

Each year, the Division hosts a provider conference to increase and improve communication with contracted providers and to promote positive outcomes for the people it serves. The conference also allows the Division and providers to focus on issues and pressing changes to the disability landscape.

The conference keynote speaker was Cary Griffin of Griffin-Hammis Associates, a contracted consultant for the Division's customized employment efforts. Cary introduced providers to an employment model that promotes a refined discovery process that helps unveil an individual's set of skill and interests and connects them to the needs of local businesses.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Ila Marie Goodey Award Recipients

The Division recognizes providers and support coordinators that exemplify the highest quality of services and supports for the people it serves. The Ila Marie Goodey award is an opportunity to recognize quality services provided to those that respect individuality, promote independence, and honor self-determination. This award of excellence is named after Dr. Ila Marie Goodey, a psychologist formerly with the University of Utah. Dr. Goodey has been recognized both locally and nationally as a passionate advocate for people with disabilities. Dr. Goodey has been described as representing , "the ideal of selfless service to others with uncompromising insistence on the right of all people to experience a high quality of life, especially those who are unable to fully represent themselves".

Photo: Rachael Young, Amanda Brechbill, Diana Smith, and Toni Depetro.

North Eastern Services - Clearfield

(Cory Crabb, Travis Child, Diana Smith, Amanda Brechbill, Natalie Smith, Tonie Depetro, Rachael Young, and Sheryl Bowers)

North Eastern Services - Clearfield (NES), is being recognized for their dedicated efforts to assist a woman in finding a group home and staff when her needs increased dramatically following an accident. Not only did NES find this woman a place to live, they also hired a former staff member who was familiar with the woman and had been overseeing her needs for many years, to care for her medical needs. NES is also recognized for their continuous efforts to work with outside agencies, work through difficult issues, and to provide prompt emergency supports to people in crisis.

Photo: Paul Smith, Director, DSPD, Phil Shumway, Eliza Detherage, Tammy Loveless, Dave Hennessey, Pat Boyle, Ann Williamson, Executive Director, DHS.

TURN Community Services - Provo and Orem

(Phil Shumway, Pat Boyle, Dave Hennessey, Tammy Loveless, Eliza Detherage, and Braxton Barney)

TURN Community Services is being recognized for their well run programs and their unique ability to support people they serve in finding joy and engaging in a variety of activities that interest them. Most recently an individual whom TURN served passed away. The great people of TURN went above expectations for the family of this person and provided photos and videos to his family at the memorial service. TURN had documented so many of the interests and activities he loved and were kind enough to share these with his family and friends. It is wonderful to see such strong supports for an individual who clearly touched many lives.

Photo: Jackie Walters and Kirk Walters

Family Matters Services, Inc.

(Jackie Walters and Kirk Walters)

Family Matters Services, Inc. is being recognized for exceeding contracted requirements in serving two elderly sisters who were in urgent need of relocating to a safer neighborhood and more accessible apartment. After many attempts to close on a new home fell through, the sisters were finally able to find a new home that accommodated their needs and provided a safe environment. They love and feel safe in their new home. This relocation would not have been possible without the tireless efforts and dedication of Family Matters Services to ensure health and safety needs are met for the people they serve.

Housing and Certification

The Division strives to ensure that the people we serve are able to live in safe, affordable, and stable housing. To do this, the Division collaborates greatly with support coordinators, providers, and other community providers across the state to link the needs of the people we serve to those who are in a position to help. Once housing is found, the Division continues to actively investigate and resolve any issues that arise.

In 2014, The Division became aware of a family struggling to find consistent housing. The family was bouncing from place to place while dealing with mounting medical bills from an unexpected and extensive surgery for their newborn baby. The Division was able to work with a local Salt Lake non-profit housing organization to, not only find the family a place to live, but help with the initial deposit and payments. Without the worry of where they will live, this family has the ability to focus on other challenges, and more importantly can focus on each other.

Assisted Technology Program

The goal of the Assisted Technology Program is to find solutions that help people with disabilities perform tasks that were previously difficult or impossible and ultimately live with greater independence. The program focuses on so much more than just providing ramps and wheelchair modifications. Often, projects require innovative thinking to overcome challenges presented by standard designs. This includes modification to bathrooms, showers, and doorways in a home, as well as modifications to standard vehicles to allow for transportation or in some cases to help people transport themselves. Bringing functionality to devices and systems is one big way to increase quality of life for people with disabilities.

Emergency Preparedness

The Division believes in promoting emergency preparedness. We all share a responsibility to ensure the safety of those we support in the community. For the 2014 Great Utah Shakeout, the Division's Emergency Management Team did more than the standard FEMA, "drop, cover, and hold on," drill and implemented a system-wide disaster drill. The drill included:

- Pre-drill emergency training for all Division staff;
- An invitation for all contracted service providers to participate, many of which reported full participation;
- Participation by many support coordinators, who were asked to contact each person they supported to account for their health and safety and then report back to the Division's Emergency Management Team Command Center;
- A review of all required service providers' Continuity and Disaster Preparedness Plans.

This drill provides the Division with an excellent opportunity to assess our ability to respond to emergencies while training staff and contracted providers on how to respond when the time comes. The Division has noted great success with this yearly process and will continue to focus on solutions and training in areas needing further supports and preparation.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Waiver Highlights

John Decker: Community Supports Waiver

John has been receiving Division services for many years. In the past, he primarily received in-home supports, but he recently moved into a supervised group home and began attending day programs. John participates in a Toastmaster Club where he is learning to improve his speech and is practicing his already hilarious improv skills. He loves arts and crafts, and is especially proud of the tissue murals he created of the Titanic and the Wild West. He loves bowling, shopping, superheroes, yard work, and helping his mom around the house. The Community Supports Waiver has provided John with the support he needed to participate fully in community activities he has always enjoyed.

Joseph Briskey: Acquired Brain Injury Waiver

When Joseph was four years old, he was playing on a bridge with his siblings and was hit by a truck and thrown 35 feet. As a result, Joseph is hemiplegic and suffers from daily petit mal seizures. Joseph loves puzzles, which help stimulate his cognitive skills and brain development. However, he soon grew bored with those available. Laurie developed a new line of sensory puzzles that have helped Joseph's progression. Through their experiences, Joseph and Laurie have developed two companies: the Joe Cool Company which creates stylish splints and the Super Natural Puzzle Company that designs sensory puzzles. The Acquired Brain Injury Waiver has provided the support and resources needed to continue to address and overcome challenges in unique and tailored ways.

Conner Newland: Physical Disabilities Waiver

When Conner was four years old, he was diagnosed with Duchenne Muscular Dystrophy. Conner grew up in a household with parents and two older brothers that loved sports. He played Little League Baseball, but by the age of 10 he had lost the ability to walk or move his arms at will. Despite this, he never lost his love for sports. In high school, Conner managed the baseball and basketball teams. He immersed himself in sports. In 2011, Conner was hired on as an assistant basketball coach at Green River High School and worked as head coach of the freshman team. Conner says, "I use that energy of thinking about playing to go towards coaching. It's been hard, but the kids get better and that's what I like." The support from waiver programs has helped Conner to remain in community settings and receive the help he needs with basic activities of daily living.

AUTISM WAIVER

The Autism Medicaid Waiver Program was established during the 2012 General Legislative Session. This waiver was created to provide services statewide to children between the ages of two and six with an Autism Spectrum Disorder (ASD) diagnosis. Services are designed to provide intensive individual support to improve the social, physical, and educational development of young children and to assist families to allow their children to better integrate in their communities.

Demographics
Total Participants= 339

Gender	People	%		Age	People	%
Male:	269	79.3%		2 years:	4	1.2%
Female:	70	20.7%		3 years:	23	6.8%
				4 years:	84	24.8%
Region	**People**	**%**		5 years:	105	30.9%
Urban:	286	84.4%		6 years:	123	36.3%
Rural:	53	15.6%				

Average Age: 5.5 years

Services & Eligibility

Services:
- Applied Behavior Analysis (up to 15 Hrs./week):
  - ◊ Treatment plan is formulated by a Board Certified Behavior Analyst (BCBA)
  - ◊ Targeted behaviors are addressed by direct service provider under supervision of a BCBA
- Respite Care (3 Hrs./week)
- Financial Management Services
- Support Coordination Services

Eligibility:
- Children must be between two and six years of age
- Have an Autism Spectrum Disorder diagnosis (ASD)
- Must meet Medicaid waiver financial eligibility requirements

Assessments

The VB-MAPP is an assessment tool, curriculum, and skill tracking system that is designed for children with autism. Behavior consultants administer the tool during the child's initial assessment. The tool is then administered repeatedly over 6 month intervals. The VB-MAPP consists of five components used to provide baseline level of performance, direction of intervention ,and outcome measures. Currently the Division is only using the following components:

- **The Milestones Assessment:** Designed to provide a sample of a child's existing verbal and related skills.
- **The Barriers Assessment:** Provides an assessment of 24 common learning and language acquisition barriers faced by children with autism.

Participant Highlight

Lucy

Lucy is six years old and has been on the Autism Waiver for about 19 months. She is so much happier, more confident and successful than her parents ever thought possible. Her parents report that, "for the first time in a long time, we are looking forward to [Lucy's] future and to seeing what she is capable of learning down the road." Lucy is non-verbal, and yet, through the Autism Waiver services, has learned her alphabet, her colors, and her shapes, to name just a few milestones. This is a big step for Lucy and her family. This summer, they were able to obtain an eyegaze communication device, from which Lucy will begin to learn how to form words, phrases, and choose activities to engage in.

Lucy has also made great progress on her motor skills, increasing in balance and strength. The hope is that the patterns established through the program will help Lucy to someday walk. In addition, Lucy has begun to use her hands to interact with fun and educational applications on the iPad. In the past her hands typically remained clenched together at her right shoulder. Lucy is blossoming on the Autism Waiver. She has finally found a way to interact with the world and will continue to do so in more meaningful ways. She has made progress that would never have been possible without the Autism Waiver, and for that her parents can't say "thank you" enough.

UTAH STATE DEVELOPMENTAL CENTER

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

Mission Statement

The Utah State Developmental Center is dedicated to providing an array of resources and supports for people with disabilities in Utah who have complex or acute needs.

Demographics

Total People Served= 203

Gender	People	%		IQ Level	People	%
Male:	123	60.6%		Borderline:	4	2.0%
Female:	80	39.4%		Mild:	18	8.9%
				Moderate:	10	4.9%
Age	**People**	**%**		Severe:	22	10.8%
Under 18:	2	1.0%		Profound:	134	66.0%
18 to 64:	187	92.1%		Unknown:	15	7.4%
65 and Older:	14	6.9%				

Average Age: 47.4 years

Respite Services

USDC provides respite services for people already in Division services. This services has been a valuable resource for families as they continue to care for their loved ones.

USDC Respite Days per Month
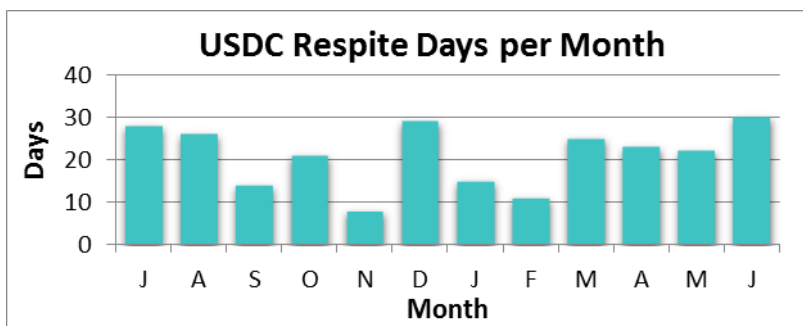
Day Programs & Work Training

USDC offers an array of opportunities for community-based employment and programs. The goal of these programs is to provide people with normal and productive lifestyles. A number of activities and other programs also take place at USDC on a weekly basis.

Employment/Services:
⇒ Recycling
⇒ Crafts
  • Ceramics
  • Greeting Cards
  • Recycled Stationary
⇒ Services
  • Car/Window Washing
 • Food Service
  • Gardening
  • Shredding Paper

Programs/Activities:
⇒ Dances
⇒ Eagle Scout Projects
⇒ LDS Church Activities
⇒ Miles for Smiles
⇒ Special Olympics
⇒ Pioneer Trek
⇒ Summer Hill Celebration
⇒ Christmas Pageant

Highlights

Brian

Brian has autism and has difficulty initiating communication on his own. Staff reported in the past that they have never heard Brian verbalize. Within the past year however, Brain has undergone speech therapy and is now able to produce around 25 different signs with minimal prompting. He now also frequently verbalizes the word "Bye" whenever prompted. His progress is very encouraging.
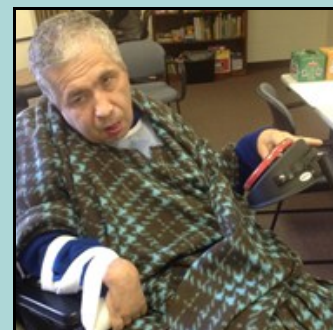
Jeff

Jeff has learned the cause and effect relationship of activating a button or a switch. He enjoys playing with a koosh switch, which vibrates and plays music, as well as a button which makes a toy dog bark and walk. This understanding is crucial because he is currently learning to use a button which mounts to his wheelchair and can be programmed with conversational phrases, allowing him to communicate.

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report

The Division is constantly finding ways to better serve people with disabilities. Each year there are system improvements and enhancements, trainings, and new programs that benefit people receiving services. This page highlights some of these things coming up in Fiscal Year 2015.

Research and Business Systems Management:

⇒ MySteps: Online intake and parent/person information portal.

⇒ Revised 'Requests for Additional Services' business process and electronic management.

⇒ Electronic approval of 1056 service/billing agreements.

Resource Development and Technical Assistance:

The Division's Training and Community Involvement team will be conducting a new training supporting the Division's mission statement.

⇒ Trauma Informed Care helps workers in all areas understand the impact that trauma can have on all areas of a person's life. This training focuses on recognizing the signs and symptoms of trauma and teaches participants how to help in a way that is thoughtful and does not re-traumatize in the process.

National Core Indicators Work Group:

The Division has created a work group to review, analyze, and report on National Core Indicator (NCI) satisfaction surveys.

Responsibilities of work group include:

⇒ Identify four areas of improvement from current NCI survey.

⇒ Develop benchmarks and time frame for each improvement area.

⇒ Establish an improvement implementation plan for each area and monitor the progress of the plan.

Employment:

⇒ The Division is continuing to develop and enhance the Employment First Strategic Plan.

⇒ The Division has received a grant from the Office of Disability Employment Policy that funds training, technical assistance, and policy work in the following areas:

- Provider transformation;
- Stronger school to work transition policies and practices;
- Extensive policy analysis on rate and reimbursement restructuring;
- Improvement in creating specific employment outcomes.

⇒ The Division will be working with the Cache County School District as well as two private contracted provider agencies in Cache County as part of the Customized Employment Project.

REPORTING RESOURCES

Division of Services for People with Disabilities: Fiscal Year 2014 Annual Report
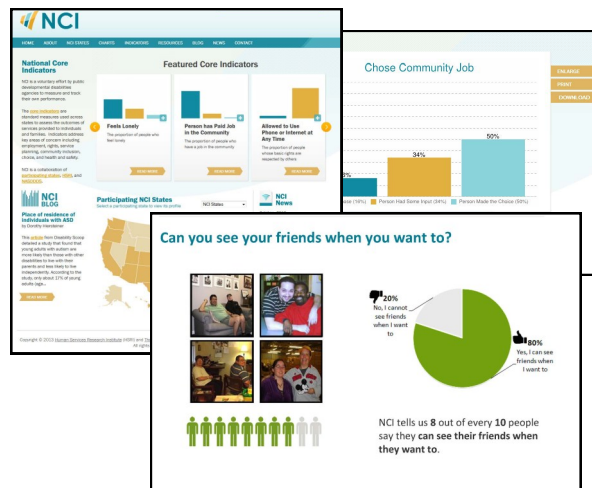
Comprehensive performance measures available online and updated throughout the year.
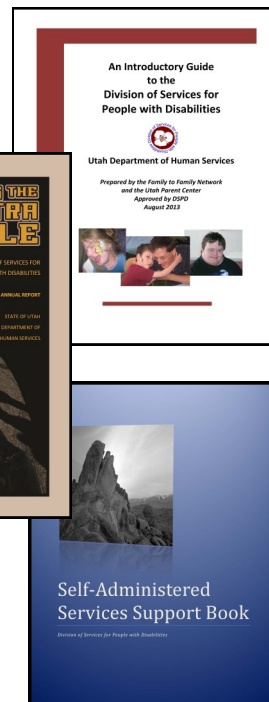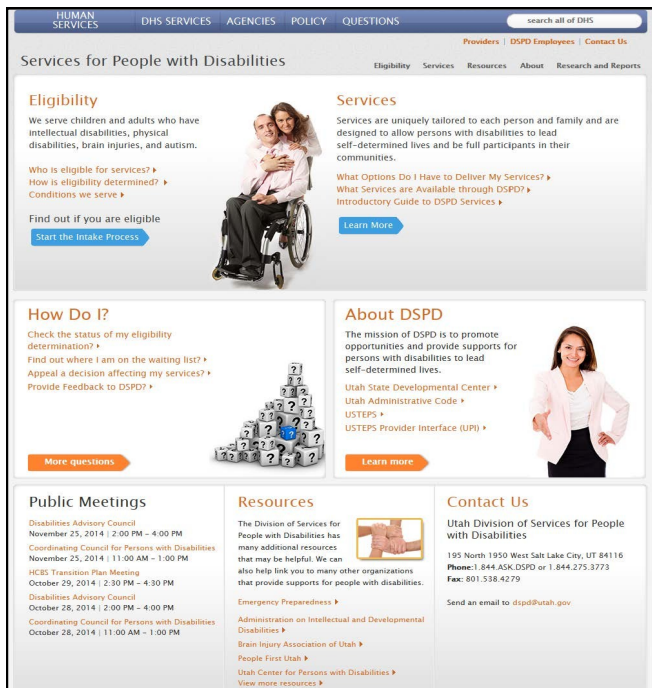
Reports and Resources
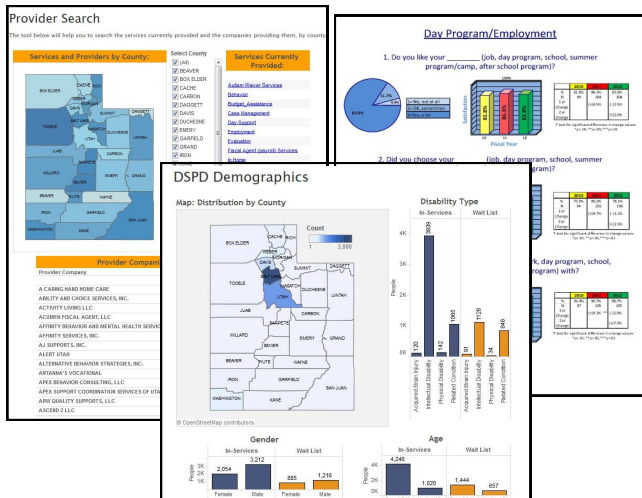
www.dspd.utah.gov/research-and-reports

National Core Indicators

www.nationalcoreindicators.org

Division's Website

Visit:

www.dspd.utah.gov